

6. Subscribership and Penetration

The number and percentage of households that have telephone service represent the most fundamental measures of the extent of universal service. Continuing analysis of telephone penetration statistics allows us to examine the aggregate effects of Commission actions on households' decisions to maintain, acquire or drop telephone service. This section presents comprehensive data on telephone penetration statistics collected by the Bureau of the Census under contract with the Federal Communications Commission.¹ Along with telephone penetration statistics for the United States and each of the states from November 1983 to March 2003, data are provided on penetration based on various demographic characteristics. This section also updates information on telephone penetration by income by state.² This information is designed to help evaluate the degree of success of making telephone service available to low-income households in each state.

The most widely used measure of telephone subscribership is the percentage of households with telephone service, sometimes called a measure of telephone penetration. Prior to the 1980s, precise measurements of telephone subscribership received little attention. Traditionally, telephone penetration was measured by dividing the number of residential telephone lines by the number of households. Measures of penetration based on the number of residential lines, however, became subject to a large margin of error as more and more households added second telephone lines and more consumers acquired second homes. By 1980, the traditional measure of penetration (residential lines divided by the number of households) reached 96%, while the number of households reporting that they had telephones in the 1980 census was 92.9%.

Recognizing the need for more precise periodic measurements of subscribership, the Commission requested that the Census Bureau include questions on telephone availability as part of its Current Population Survey (CPS), which monitors demographic trends between the decennial censuses. This survey is a staggered panel survey in which the people residing at particular addresses are included in the survey for four consecutive months in one year and the same four months in the following year. Use of the CPS has several advantages: it is conducted every month by an independent and expert agency; the sample is large; and the questions are consistent. Thus, changes in the results can be compared over time with a reasonable degree of confidence.

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- 1 This information was included in Industry Analysis and Technology Division, Wireline Competition Bureau, Federal Communications Commission, *Telephone Subscribership in the United States* (Nov. 4, 2003). That report is updated three times a year.
 - 2 This information was included in Industry Analysis and Technology Division, Wireline Competition Bureau, Federal Communications Commission, *Telephone Penetration by Income by State* (May 20, 2003). That report contains information on the number of households in each state as well as the percentages reported here.

Data on individual states are provided in Table 6.5. The support amounts shown in Table 6.5 are the average state support for all lifeline subscribers in March 2002.

Table 6.6 shows the CPS penetration rates for the United States and for each state beginning with November 1983. Because the CPS began collecting this data only in 1983, comparable values are not available prior to November 1983. For each of the surveys, the column headed "Unit" indicates the percentage of households for which there is a telephone in the housing unit. The column headed "Avail." indicates the percentage of households which have telephone service available for incoming calls, either in the housing unit or elsewhere (such as at work or at a neighbor's home).

Table 6.7 shows the nationwide penetration rates for households by income and the race of the head of the household. It shows a strong relationship between income and penetration. Caution should be used in comparing these figures over time, because these income levels are not adjusted for inflation. Thus, the same nominal income level at two points in time will reflect different real incomes in terms of purchasing power. Also, the income categories have changed over time due to the changing value of the dollar. Consequently, when evaluating penetration changes by income levels over time, Table 6.11 should be used.

Table 6.8 shows the nationwide penetration rates for households by the size of the household and the race of the householder. It shows that penetration is higher for households of 2 to 5 people than it is for single-person households or those with 6 or more people.

Table 6.9 shows the nationwide penetration rates for households by the age and race of the head of the household. It shows that the penetration rate is lowest for young and non-white households.

Table 6.10 shows the nationwide penetration rates for all persons that are at least 15 years old in the civilian non-institutionalized population by their race and employment status. Since this table is for individual adults rather than households, the total penetration rates are different from those in the previous tables. It shows that penetration is lowest among the unemployed.

Table 6.11 shows the penetration rates for each of the income categories, adjusted for inflation, shown in Chart 6.9 for each state for March of each year. The table shows only five categories, rather than the more numerous categories of the nationwide data in Table 6.7, because the small sample sizes caused by a larger number of categories would result in unreliably large sampling variability for the individual states. The relative levels of the March Consumer Price Index for all items (as reported in Table 7.4) were used to make the inflation adjustment. Thus, for example, \$10,000 in March 1984 dollars had the same purchasing power as \$17,427 in March 2002 dollars. The precise current dollar values in each year are reported at the end of Table 6.11.

Tables 6.12 through 6.16 present the critical values at the 95% confidence level for testing the statistical significance of changes in penetration rates over time in the earlier tables. These critical values are relevant because changes less than or equal to the values shown are likely to be

The CPS later provides the Commission with the raw data files containing all of the responses to all of the questions on the CPS questionnaires in those months.⁵

The Census Bureau data are based on a nationwide sample of about 50 to 60 thousand households in the 50 states and the District of Columbia. (The CPS does not cover outlying areas that are not states, such as Puerto Rico, Guam, American Samoa, the Virgin Islands, and the Northern Mariana Islands.) Because a sample is used, the estimates are subject to sampling error. For the nationwide totals, changes in telephone penetration between consecutive reports of less than 0.4% may be due to sampling error and cannot be regarded as statistically significant.⁶ As explained below, when comparing the same month in two consecutive years, changes of less than or equal to 0.3% are not statistically significant. When comparing annual averages, changes of less than or equal to 0.2% are not statistically significant. The annual averages are the average of the three surveys of the year in question. For individual states or other subgroups of the U.S. population, the amount of sampling variability is much greater, because the sample sizes are smaller. This will require larger changes to yield statistical significance at the same confidence level.

The data in this section are not seasonally adjusted. After adjusting for the trend over time, there is an average increase of 0.2% between November and March, followed by an average decrease of less than 0.1% between March and July and an average decrease of more than 0.1% between July and November. The change from November to March is just above the threshold of statistical significance.

Once a year, in March, the CPS supplements its survey with additional questions, which include detailed information about income, and augments its sample with about 3,000 additional Hispanic households.⁷ Starting in 2001, the sample was further augmented with about 20,000 additional households with children.⁸ The more detailed information from the March surveys makes it possible to adjust the income categories for inflation, and therefore make the purchasing

5 Tables 6.3 through 6.5, 6.11, and 6.17 of this section are derived from these raw data files.

6 The determination of the statistical significance of a change over time is discussed below. The critical value is dependent on the sizes of the samples from which the change is computed and by the confidence level, which is 95% here.

7 The responses from these additional households are not included in Tables 6.1, 6.2, and 6.6 through 6.10. Thus, in some cases, there may be small discrepancies between the percentages in those tables and the percentages in Tables 6.3 through 6.5 and 6.11.

8 In the last edition of this report, the additional households with children were not included in the data for 2001. The data for that year have been revised in this report to include those households. In addition, the weights for all households, used to estimate the population from the sample, were revised for 2001 to reflect the results of the 2000 decennial Census.

information necessary to determine the statistical significance of changes in the penetration rates over time.

Table 6.1 summarizes the telephone penetration for the United States, combining information on the number of households with the penetration rates.

Chart 6.1 graphically depicts the nationwide penetration rates for households over time.

Table 6.2 summarizes the telephone penetration rates by state, showing the average rates for 1984 and 2002, the change between those two years, and an indication as to whether the change is statistically significant. The statistical significance of a change is determined not only by the magnitude of that change, but also by the sizes of the samples used to estimate the change.

Chart 6.2 depicts the states with average 2002 penetration rates (as shown in Table 6.2) more than 1% below the national average, within 1% of the national average, or more than 1% above the national average.

Chart 6.3 depicts changes in household penetration rates by state (as shown in Table 6.2) between the average 1984 and 2002 rates. States with statistically significant increases or decreases are shown, along with other states with increases or decreases.

Chart 6.4 depicts the relationship between telephone penetration and household income, using average 2002 penetration rates for all households and for households headed by white, black, and Hispanic persons.¹⁰ It is based on data in Table 6.7.

Chart 6.5 depicts the relationship between telephone penetration and household size, using average 2002 penetration rates for all households and for households headed by white, black, and Hispanic persons. It is based on data in Table 6.8.

Chart 6.6 depicts the relationship between telephone penetration and the head of the household's age, using average 2002 penetration rates for all households and for households headed by white, black, and Hispanic persons. It is based on data in Table 6.9.

Chart 6.7 depicts the relationship between telephone penetration and labor force status for civilian non-institutionalized adults, using average 2002 penetration rates for all adults and for white, black, and Hispanic adults. It is based on data in Table 6.10.

10 The CPS includes three racial categories: white, black, and other. Others, which include Native Americans, Asians, and Pacific Islanders, are not reported separately because of small sample sizes, but they are included in the totals. Hispanics are reported as an ethnic group, and can be of any race.

due to sampling error, and thus cannot be regarded as demonstrating that a change in telephone penetration has occurred. In some cases, these critical values are very large because the sample sizes are very small for these subcategories, rendering the changes in estimated penetration rates unreliable. Because there is an overlap of half of the sample from year to year, but no overlap in the sample between surveys that are four months apart, annual changes are less subject to variations in sampling error. Consequently, the critical values should be multiplied by 0.8 when making a comparison for the same month in two consecutive years. When comparing the annual averages, the critical values should be multiplied by 0.5774, since these averages are based on three surveys, and hence have a lower standard error. When comparing annual averages of two consecutive years, the critical values should be multiplied by .46, taking into account both of the above factors.

Table 6.17 shows the sample sizes on which the estimates of Table 6.11 are based. The sampling variability is inversely related to the square root of the sample size. The critical values for individual income categories in Table 6.11 can therefore be estimated by taking the critical value for the state "In Unit" total and multiplying it by the square root of the ratio of the sample size for the state total to the sample size for the income category. In most cases, the critical value for an individual income category will be between two and three times the critical value for the state total.¹⁷ In some cases, these critical values are very large because the sample sizes are very small for these subcategories, thereby rendering the estimated penetration rates unreliable.

17 For example, using this methodology to calculate critical values for comparing the 1984 and 2002 values for the United States Total, the critical values are 0.8% for the \$10,000 - \$19,999 and the \$40,000 or more categories, 0.9% for the \$9,999 or less and \$20,000 - \$29,999 categories, and 1.1% for the \$30,000 - \$39,999 category. These compare with 0.4% for all households.

Unfortunately, the results of the CPS cannot be directly compared with the penetration figures contained in the 1980, 1990, and 2000 decennial censuses. This is due to differences in sampling techniques and survey methodologies, and because of differences in the context in which the questions were asked. For example, the 2000 decennial census reported 97.6% of all occupied housing units in the United States had telephone service available, whereas the CPS data showed a penetration rate of 94.6% of households for March 2000. This difference is statistically significant and appears to indicate that the CPS value may be on the low side and the decennial census value may be on the high side, with the most probable value lying somewhere in between.

The decennial census data have the advantage of using much larger samples than the CPS because they are based on a sample of one-in-six households that filled out the Census Bureau's long form. This makes it possible to look at long-run trends for small minority groups. For example, statistics from the 2000 census estimated that 67.9% of all American Indian households living on federally recognized reservations and trust lands had telephone service, as compared with 46.6% estimated from the 1990 census.³

The specific questions asked in the CPS are: "Is there a telephone in this house/apartment?"⁴ And, if the answer to the first question is "no," this is followed up with, "Is there a telephone elsewhere on which people in this household can be called?" If the answer to the first question is "yes," the household is counted as having a telephone "in unit." If the answer to either the first or second question is "yes," the household is counted as having a telephone "available." The "in unit" data and the "available" data are reported in Tables 6.6 through 6.10 and 6.12 through 6.16, and Charts 6.1 and 6.8. All of the remaining tables and charts of this section just report the "in unit" data.

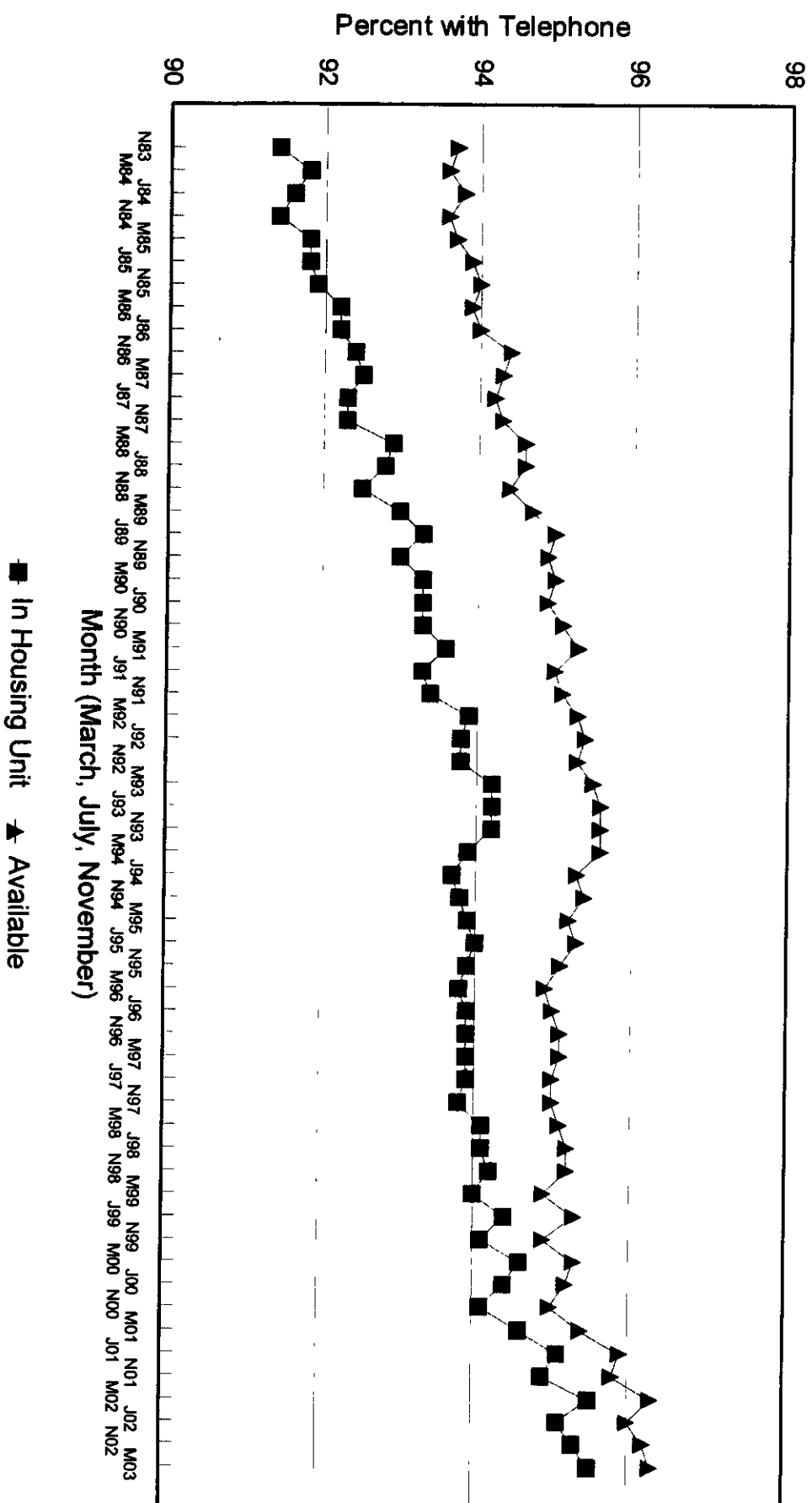
Although the survey is conducted every month, not all questions are asked every month. The telephone questions are asked once every four months: in the month that a household is first included in the sample and in the month that the household reenters the sample a year later. Since the sample is staggered, the reported information for any given month actually reflects responses over the preceding four months. Aggregated summaries of the responses are reported to the Commission, based on the surveys conducted through March, July, and November of each year.

3 For more information, see the report Industry Analysis and Technology Division, Wireline Competition Bureau, Federal Communications Commission, *Telephone Subscribership on American Indian Reservations and Off-Reservation Trust Lands* (May 5, 2003).

4 The questions are intended to be neutral as to whether the household has wireline or wireless phones. For the November 2001 survey, households were also asked which type(s) of phones they had. While the response rate was not sufficient for a complete reporting of the results of this new question, 1.2% of the households indicated that they had only wireless phones. 5.9% of the households failed to answer this question. The CPS no longer asks this follow-up question.

Chart 6 1

Telephone Penetration Households



power within each category stable over time. In the July and November surveys, only broad income categories are reported. (These are the categories that appear in Table 6.7.)

The Commission's Lifeline support mechanism was instituted in 1985 to help low-income households afford the monthly cost of telephone service. Under the federal Lifeline support mechanism, telephone companies offer reduced rates to qualifying households and currently receive reimbursement from the federal universal service support mechanisms. Initially, Lifeline was available only in those states that chose to participate by providing matching assistance.

Effective in 1998, the federal Lifeline support mechanism was revised so that a basic level of assistance would be provided in all states.⁹ Additional federal support is also provided wherever a state chooses to provide matching assistance, at a rate of \$1 in federal support for each \$2 of state matching support, up to a maximum of \$1.75 federal support (corresponding to \$3.50 of state matching support). States may provide further support without further matching federal assistance.

Results and Statistical Analysis

Census Bureau figures for March 2003, the most recent data available, show that the percentage of households subscribing to telephone service is 95.5%. This is unchanged from March 2002. This level is the highest recorded penetration level for households by the CPS. The average penetration rate for the year 2002 was 95.3%, which is up 0.4% from the 2001 average. This increase is statistically significant, and the annual average for 2002 is the highest annual average ever reported by the CPS.

This section includes figures showing subscribership percentages by state, by the head of the household's age and race, by household size, by income, and for adult individuals by labor force status. The March 2003 data show that 96.2% of adult individuals in the civilian non-institutionalized population have a telephone in their household. This is unchanged from March 2002. This level is the highest recorded penetration level for individuals by the CPS. The average penetration rate for 2002 was 96.0% for adult individuals, which is up 0.4% from the 2001 average. This increase is statistically significant, and the annual average for 2002 is the highest annual average ever reported by the CPS.

This section contains seventeen tables and nine charts presenting penetration statistics for various geographic and demographic characteristics. The charts and the first five tables present summaries of the available information. Tables 6.6 through 6.11 present more detailed information. In Tables 6.6 through 6.10, only the annual averages are included for the years 1984 through 1999. March, July, and November data for those years are available in previous Monitoring Reports in CC Docket Nos. 87-339 or 98-202. Tables 6.12 through 6.17 provide

9 The basic federal Lifeline support level is the subscriber line charge plus \$1.75 per line per month. Eligible subscribers living on tribal lands may receive up to \$25 additional Lifeline support as needed to bring their monthly rate down to \$1.

Chart 6.2

Average 2002 Telephone Penetration

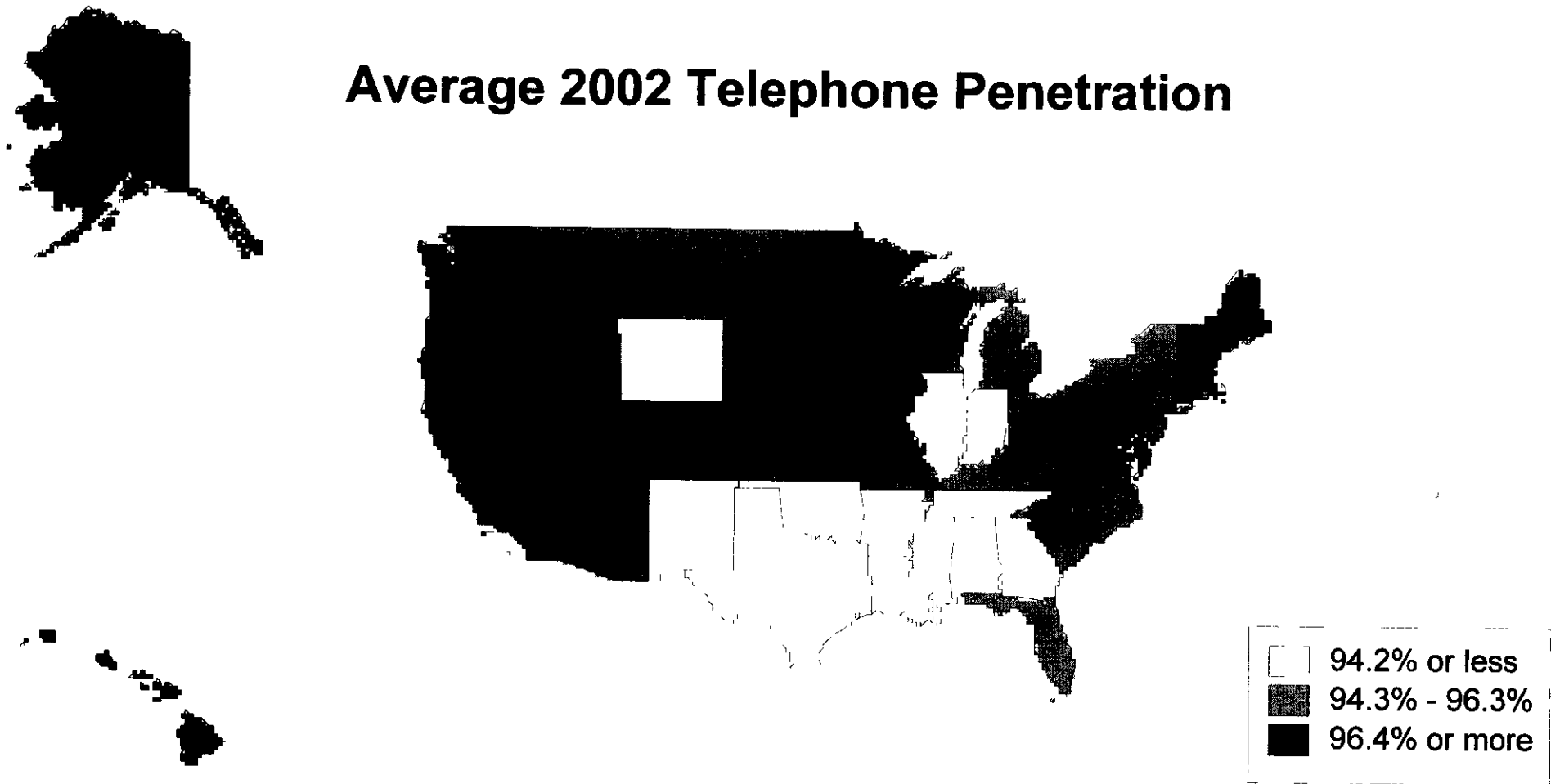


Chart 6.8 graphically depicts the nationwide penetration rates for civilian non-institutionalized adults over time. It is also based on data in Table 6.10.

Chart 6.9 shows the telephone penetration rates in March of each year through 2002 for each of five income categories, adjusted for inflation, for the entire United States. It is based on data in Table 6.11. The income categories (expressed in March 1984 dollars) are: \$9,999 or less; \$10,000 - \$19,999; \$20,000 - \$29,999; \$30,000 - \$39,999; and \$40,000 or more. These categories were chosen because they are of approximately equal size, both in terms of income ranges and the number of households in each category. The upper limit of the lowest category is also approximately equal to the federal poverty line for a family of four. Between 1984 and 2002, there was a statistically significant increase in the penetration rate for all households. There also were statistically significant increases in penetration rates in the three lowest income categories over this time period, with the largest increase being in the lowest income category.¹¹ For the two highest income categories there was no significant change in the penetration rate between 1984 and 2002. Not all of the increases in the national total penetration rate can be explained by increases in real income, because real income increases are reflected in the movement of households between categories. Thus, penetration changes within each income category represent changes holding real income constant.

To help evaluate the effect of the federal Lifeline support mechanism, Table 6.3 focuses on changes in telephone penetration rates from just before the program was established to just before it was substantially expanded in 1998, by comparing penetration rates for states with and without state Lifeline programs prior to 1998.¹² Briefly, penetration rate increases were greater, on average, in states with Lifeline programs than in states without Lifeline programs.¹³ The effect is especially apparent for low-income households,¹⁴ which are the households primarily affected by the federal and state Lifeline programs. Between March 1984 and March 1997, the increase in the average penetration rate in states with Lifeline programs was 6.5% for low-income households. During this period, the increase in subscribership among low-income

11 See footnote 16 for the critical values for these significance tests.

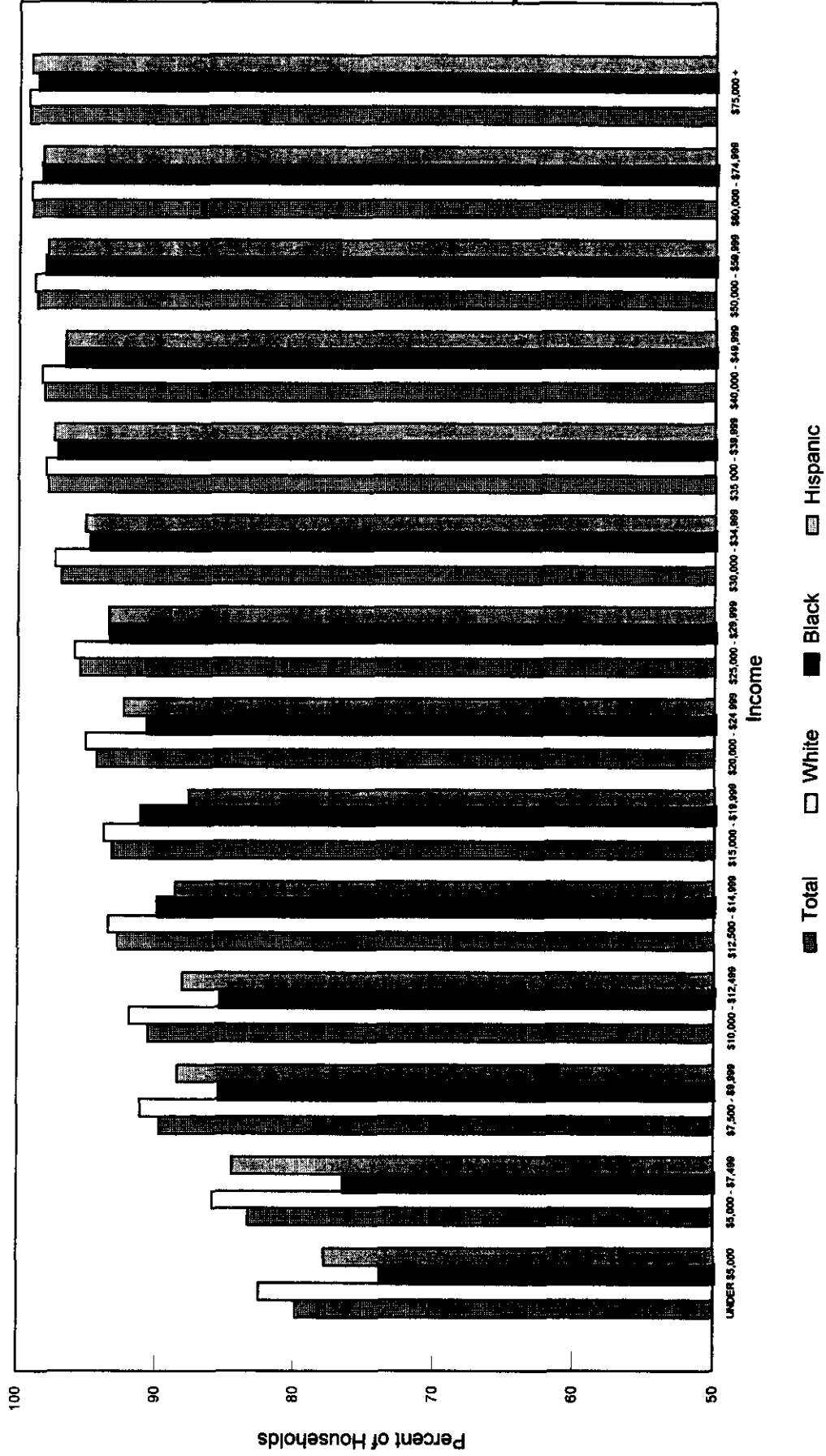
12 The expanded program was adopted in 1997, and took effect on January 1, 1998. States with Lifeline programs prior to 1998 are identified in Table 6.3 by showing that the year that Lifeline began was before 1998. Prior to the expansion, states participating in the federal Lifeline program were required to match the federal support with their own state support.

13 The averages for the groups of states were computed as weighted averages of the states in the groups, using the total number of households in each state as weights. This was calculated as the total number of households with telephone service in each group of states divided by the total number of households in that group.

14 Low-income households are those with incomes under \$10,000 (expressed in 1984 dollars).

Chart 6.4

Telephone Penetration by Income Level 2002 Annual Average



Data on individual states are provided in Table 6.5. The support amounts shown in Table 6.5 are the average state support for all lifeline subscribers in March 2002.

Table 6.6 shows the CPS penetration rates for the United States and for each state beginning with November 1983. Because the CPS began collecting this data only in 1983, comparable values are not available prior to November 1983. For each of the surveys, the column headed "Unit" indicates the percentage of households for which there is a telephone in the housing unit. The column headed "Avail." indicates the percentage of households which have telephone service available for incoming calls, either in the housing unit or elsewhere (such as at work or at a neighbor's home).

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Table 6.11 shows the penetration rates for each of the income categories, adjusted for inflation, shown in Chart 6.9 for each state for March of each year. The table shows only five categories, rather than the more numerous categories of the nationwide data in Table 6.7, because the small sample sizes caused by a larger number of categories would result in unreliably large sampling variability for the individual states. The relative levels of the March Consumer Price Index for all items (as reported in Table 7.4) were used to make the inflation adjustment. Thus, for example, \$10,000 in March 1984 dollars had the same purchasing power as \$17,427 in March 2002 dollars. The precise current dollar values in each year are reported at the end of Table 6.11.

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Chart 6 8

Telephone Penetration

Civilian Noninstitutionalized Adults

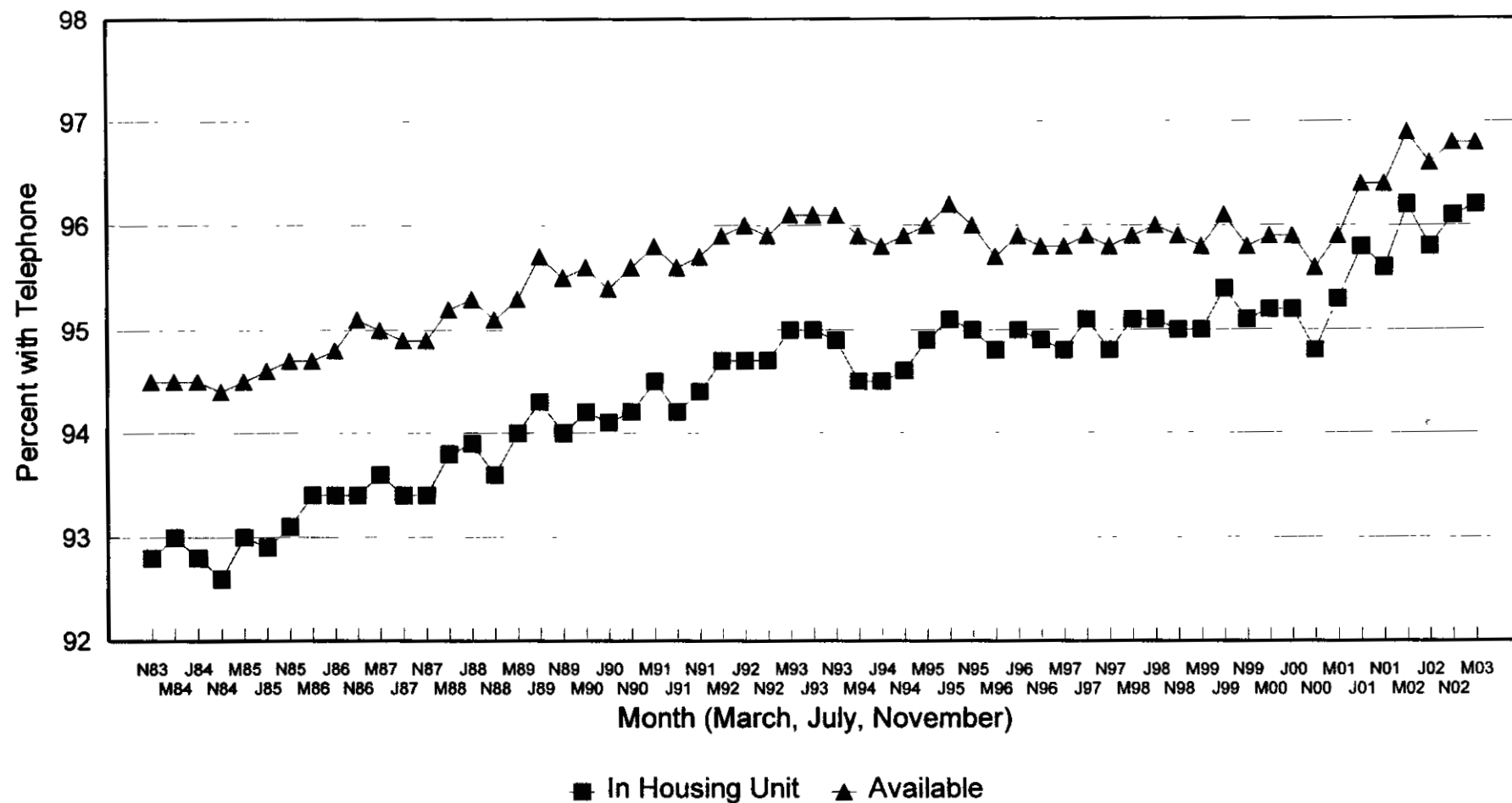


Table 6.1
Household Telephone Subscribership in the United States

| Date | Households (millions) | Households with Telephones (millions) | Percentage with Telephones | Households without Telephones (millions) | Percentage without Telephones |
|---------------|--------------------------|--|----------------------------------|---|-------------------------------------|
| November 1983 | 85.8 | 78.4 | 91.4% | 7.4 | 8.6% |
| March 1984 | 86.0 | 78.9 | 91.8% | 7.1 | 8.2% |
| July 1984 | 86.6 | 79.3 | 91.6% | 7.3 | 8.4% |
| November 1984 | 87.4 | 79.9 | 91.4% | 7.5 | 8.6% |
| March 1985 | 87.4 | 80.2 | 91.8% | 7.2 | 8.2% |
| July 1985 | 88.2 | 81.0 | 91.8% | 7.2 | 8.2% |
| November 1985 | 88.8 | 81.6 | 91.9% | 7.2 | 8.1% |
| March 1986 | 89.0 | 82.1 | 92.2% | 6.9 | 7.8% |
| July 1986 | 89.5 | 82.5 | 92.2% | 7.0 | 7.8% |
| November 1986 | 89.9 | 83.1 | 92.4% | 6.8 | 7.6% |
| March 1987 | 90.2 | 83.4 | 92.5% | 6.8 | 7.5% |
| July 1987 | 90.7 | 83.7 | 92.3% | 7.0 | 7.7% |
| November 1987 | 91.3 | 84.3 | 92.3% | 7.0 | 7.7% |
| March 1988 | 91.8 | 85.3 | 92.9% | 6.5 | 7.1% |
| July 1988 | 92.4 | 85.7 | 92.8% | 6.7 | 7.2% |
| November 1988 | 92.6 | 85.7 | 92.5% | 6.9 | 7.5% |
| March 1989 | 93.6 | 87.0 | 93.0% | 6.6 | 7.0% |
| July 1989 | 93.8 | 87.5 | 93.3% | 6.3 | 6.7% |
| November 1989 | 93.9 | 87.3 | 93.0% | 6.6 | 7.0% |
| March 1990 | 94.2 | 87.9 | 93.3% | 6.3 | 6.7% |
| July 1990 | 94.8 | 88.4 | 93.3% | 6.4 | 6.7% |
| November 1990 | 94.7 | 88.4 | 93.3% | 6.3 | 6.7% |
| March 1991 | 95.3 | 89.2 | 93.6% | 6.1 | 6.4% |
| July 1991 | 95.5 | 89.1 | 93.3% | 6.4 | 6.7% |
| November 1991 | 95.7 | 89.4 | 93.4% | 6.3 | 6.6% |
| March 1992 | 96.6 | 90.7 | 93.9% | 5.9 | 6.1% |
| July 1992 | 96.6 | 90.6 | 93.8% | 6.0 | 6.2% |
| November 1992 | 97.0 | 91.0 | 93.8% | 6.0 | 6.2% |
| March 1993 | 97.3 | 91.6 | 94.2% | 5.7 | 5.8% |
| July 1993 | 97.9 | 92.2 | 94.2% | 5.7 | 5.8% |
| November 1993 | 98.8 | 93.0 | 94.2% | 5.8 | 5.8% |
| March 1994 | 98.1 | 92.1 | 93.9% | 6.0 | 6.1% |
| July 1994 | 98.6 | 92.4 | 93.7% | 6.2 | 6.3% |
| November 1994 | 99.8 | 93.7 | 93.8% | 6.2 | 6.2% |
| March 1995 | 99.9 | 93.8 | 93.9% | 6.1 | 6.1% |
| July 1995 | 100.0 | 94.0 | 94.0% | 6.0 | 6.0% |
| November 1995 | 100.4 | 94.2 | 93.9% | 6.2 | 6.1% |
| March 1996 | 100.6 | 94.4 | 93.8% | 6.2 | 6.2% |
| July 1996 | 101.2 | 95.0 | 93.9% | 6.1 | 6.1% |
| November 1996 | 101.3 | 95.1 | 93.9% | 6.2 | 6.1% |
| March 1997 | 102.0 | 95.8 | 93.9% | 6.2 | 6.1% |
| July 1997 | 102.3 | 96.1 | 93.9% | 6.2 | 6.1% |
| November 1997 | 102.8 | 96.5 | 93.8% | 6.3 | 6.2% |
| March 1998 | 103.4 | 97.4 | 94.1% | 6.1 | 5.9% |
| July 1998 | 103.4 | 97.3 | 94.1% | 6.1 | 5.9% |
| November 1998 | 104.1 | 98.0 | 94.2% | 6.1 | 5.8% |
| March 1999 | 104.8 | 98.5 | 94.0% | 6.3 | 6.0% |
| July 1999 | 105.1 | 99.2 | 94.4% | 5.9 | 5.6% |
| November 1999 | 105.4 | 99.1 | 94.1% | 6.3 | 5.9% |
| March 2000 | 105.3 | 99.6 | 94.6% | 5.7 | 5.4% |
| July 2000 | 105.8 | 99.8 | 94.4% | 5.9 | 5.6% |
| November 2000 | 106.5 | 100.2 | 94.1% | 6.3 | 5.9% |
| March 2001 | 107.0 | 101.1 | 94.6% | 5.8 | 5.4% |
| July 2001 | 106.9 | 101.7 | 95.1% | 5.2 | 4.9% |
| November 2001 | 107.7 | 102.2 | 94.9% | 5.5 | 5.1% |
| March 2002 | 108.3 | 103.4 | 95.5% | 4.8 | 4.5% |
| July 2002 | 108.5 | 103.2 | 95.1% | 5.3 | 4.9% |
| November 2002 | 109.0 | 104.0 | 95.3% | 5.1 | 4.7% |
| March 2003 | 112.1 | 107.1 | 95.5% | 5.0 | 4.5% |

Note: Details may not appear to add to totals due to rounding

Table 6.3
Comparison of Penetration Rates for States With and Without Lifeline Assistance

| Lifeline Category | Low-Income Households # | | | | All Households | | | |
|--------------------|-------------------------|------------|--------|-----------------|----------------|------------|--------|-----------------|
| | March 1984 | March 1997 | Change | Change per Year | March 1984 | March 1997 | Change | Change per Year |
| With Assistance | 79.3% | 85.8% | 6.5% * | 0.50% | 91.5% | 93.9% | 2.4% * | 0.18% |
| Without Assistance | 83.6% | 86.9% | 3.3% * | 0.25% | 93.3% | 94.4% | 1.0% | 0.08% |
| Average All States | 80.1% | 86.0% | 5.9% * | 0.45% | 91.8% | 94.0% | 2.1% * | 0.16% |

Households with income under \$10,000 expressed in March 1984 dollars

* Change is statistically significant at the 95% confidence level

Note: Changes may not appear to be the same as calculated differences due to rounding

Table 6.4
Comparison of Penetration Rates for States by Level of Lifeline Assistance

| Lifeline Category | Low-Income Households # | | | | All Households | | | |
|-------------------------|-------------------------|------------|--------|-----------------|----------------|------------|--------|-----------------|
| | March 1997 | March 2002 | Change | Change per Year | March 1997 | March 2002 | Change | Change per Year |
| Full Assistance | 86.8% | 90.8% | 4.1% * | 0.81% | 94.3% | 95.8% | 1.5% * | 0.30% |
| Nearly Full Assistance | 83.6% | 87.9% | 4.2% * | 0.85% | 92.8% | 94.8% | 1.9% * | 0.39% |
| Intermediate Assistance | 87.6% | 89.9% | 2.3% * | 0.46% | 94.6% | 96.0% | 1.4% * | 0.28% |
| Basic Assistance | 86.7% | 87.6% | 0.9% | 0.19% | 94.9% | 95.1% | 0.2% | 0.04% |
| Average All States | 86.0% | 89.2% | 3.2% * | 0.63% | 94.0% | 95.5% | 1.5% * | 0.30% |

Households with income under \$10,000 expressed in March 1984 dollars

* Change is statistically significant at the 95% confidence level

Note: Changes may not appear to be the same as calculated differences due to rounding

Table 6.2
Telephone Penetration by State
(Annual Average Percentage of Households with Telephone Service)

| State | 1984 | 2002 | Change |
|----------------------|--------|--------|---------|
| Alabama | 88.4 % | 92.2 % | 3.8 % * |
| Alaska | 86.5 | 96.4 | 9.9 * |
| Arizona | 86.9 | 94.8 | 7.9 * |
| Arkansas | 86.6 | 92.1 | 5.5 * |
| California | 92.5 | 97.0 | 4.6 * |
| Colorado | 93.2 | 97.2 | 4.0 * |
| Connecticut | 95.5 | 97.4 | 1.9 * |
| Delaware | 94.3 | 96.8 | 2.5 * |
| District of Columbia | 94.9 | 94.0 | -0.9 |
| Florida | 88.7 | 94.3 | 5.6 * |
| Georgia | 86.2 | 94.0 | 7.9 * |
| Hawaii | 93.5 | 96.8 | 3.2 * |
| Idaho | 90.7 | 95.0 | 4.3 * |
| Illinois | 94.2 | 92.8 | -1.4 # |
| Indiana | 91.6 | 93.4 | 1.9 * |
| Iowa | 96.2 | 96.9 | 0.7 |
| Kansas | 94.3 | 95.5 | 1.1 |
| Kentucky | 88.1 | 95.0 | 6.9 * |
| Louisiana | 89.7 | 92.4 | 2.7 * |
| Maine | 93.4 | 97.9 | 4.5 * |
| Maryland | 95.7 | 96.4 | 0.7 |
| Massachusetts | 95.9 | 96.9 | 1.0 |
| Michigan | 92.8 | 94.3 | 1.5 * |
| Minnesota | 95.8 | 97.7 | 1.9 * |
| Mississippi | 82.4 | 91.4 | 9.0 * |
| Missouri | 91.5 | 96.2 | 4.7 * |
| Montana | 91.0 | 94.8 | 3.8 * |
| Nebraska | 95.7 | 95.8 | 0.1 |
| Nevada | 90.4 | 95.5 | 5.1 * |
| New Hampshire | 94.3 | 97.2 | 2.9 * |
| New Jersey | 94.8 | 95.9 | 1.1 |
| New Mexico | 82.0 | 91.8 | 9.7 * |
| New York | 91.8 | 95.8 | 4.0 * |
| North Carolina | 88.3 | 94.3 | 6.0 * |
| North Dakota | 94.6 | 94.9 | 0.2 |
| Ohio | 92.4 | 95.9 | 3.5 * |
| Oklahoma | 90.3 | 93.1 | 2.9 * |
| Oregon | 90.6 | 97.2 | 6.6 * |
| Pennsylvania | 94.9 | 98.0 | 3.2 * |
| Rhode Island | 93.6 | 96.1 | 2.4 * |
| South Carolina | 83.7 | 94.3 | 10.6 * |
| South Dakota | 93.2 | 95.1 | 1.9 |
| Tennessee | 88.5 | 93.6 | 5.1 * |
| Texas | 88.4 | 94.2 | 5.8 * |
| Utah | 92.5 | 96.7 | 4.1 * |
| Vermont | 92.3 | 97.6 | 5.4 * |
| Virginia | 93.1 | 96.2 | 3.1 * |
| Washington | 93.0 | 96.4 | 3.4 * |
| West Virginia | 87.7 | 94.5 | 6.8 * |
| Wisconsin | 95.2 | 96.1 | 0.9 |
| Wyoming | 89.9 | 94.0 | 4.2 * |
| Total United States | 91.6 | 95.3 | 3.7 * |

* Increase is statistically significant at the 95% confidence level

Decrease is statistically significant at the 95% confidence level

Differences may not appear to equal changes due to rounding

Table 6 5
Comparison of Penetration Rates for States by Level of Lifeline Assistance

| State | Year Lifeline Began | Avg. State \$ Support per Line March 2002 | Low-Income Households # | | | | | All Households | | | | |
|----------------|---------------------------|--|-------------------------|------------|------------|------------------------|------------------------|----------------|------------|------------|------------------------|------------------------|
| | | | March 1984 | March 1997 | March 2002 | Change 1984 to 1997 | Change 1997 to 2002 | March 1984 | March 1997 | March 2002 | Change 1984 to 1997 | Change 1997 to 2002 |
| Ohio | 1987 | 1 15 | 81 0% | 88 5% | 90 6% | 7 5% * | 2 1% | 93 2% | 95 0% | 96 4% | 1 8% | 1 4% |
| Oklahoma | 1996 | 0 44 | 81 9% | 78 9% | 85 1% | -3 0% | 6 2% | 91 0% | 91 8% | 93 1% | 0 7% | 1 4% |
| Oregon | 1986 | 3 50 | 76 4% | 90 5% | 91 9% | 14 1% * | 1 3% | 91 4% | 95 3% | 97 4% | 3 9% * | 2 1% |
| Pennsylvania | 1996 | 1 34 | 85 6% | 93 6% | 94 0% | 8 0% * | 0 4% | 94 4% | 97 3% | 97 8% | 3 0% * | 0 4% |
| Rhode Island | 1987 | 3 40 | 86 4% | 87 6% | 92 3% | 1 2% | 4 6% | 94 0% | 94 6% | 96 1% | 0 5% | 1 6% |
| South Carolina | 1995 | 3 38 | 66 1% | 76 2% | 85 7% | 10 1% | 9 5% * | 85 1% | 92 0% | 94 0% | 6 9% * | 2 0% |
| South Dakota | 1988 | 0 00 | 84 6% | 90 5% | 88 8% | 5 9% | -1 7% | 93 0% | 94 7% | 95 2% | 1 7% | 0 5% |
| Tennessee | 1992 | 3 32 | 71 1% | 89 3% | 85 9% | 18 2% * | -3 4% | 87 1% | 94 1% | 93 2% | 7 1% * | -0 9% |
| Texas | 1988 | 3 14 | 74 0% | 79 6% | 86 7% | 5 6% * | 7 1% * | 88 4% | 91 0% | 94 4% | 2 6% | 3 4% * |
| Utah | 1987 | 3 50 | 81 5% | 98 3% | 91 1% | 16 8% * | -7 3% | 92 4% | 97 5% | 96 4% | 5 1% * | -1 0% |
| Vermont | 1986 | 3 50 | 75 3% | 84 6% | 94 9% | 9 3% | 10 3% * | 91 5% | 93 9% | 98 0% | 2 4% | 4 1% * |
| Virginia | 1988 | 3 37 | 80 4% | 84 7% | 90 9% | 4 3% | 6 2% | 93 2% | 93 6% | 96 0% | 0 5% | 2 4% |
| Washington | 1987 | 3 31 | 82 7% | 89 0% | 94 4% | 6 3% | 5 4% | 92 9% | 96 1% | 96 3% | 3 2% | 0 2% |
| West Virginia | 1986 | 0 97 | 75 7% | 83 8% | 88 1% | 8 1% * | 4 3% | 87 3% | 93 6% | 94 7% | 6 3% * | 1 2% |
| Wisconsin | 1991 | 2 20 | 88 4% | 87 8% | 87 5% | -0 6% | -0 3% | 96 0% | 96 4% | 96 1% | 0 4% | -0 3% |
| Wyoming | 1991 | 3 50 | 74 2% | 89 5% | 82 5% | 15 2% * | -7 0% * | 89 2% | 94 9% | 93 0% | 5 7% * | -1 9% |

Households with income under \$10,000 expressed in March 1984 dollars

* Change is statistically significant at the 95% confidence level

Note Changes may not appear to be the same as calculated differences due to rounding

Chart 6.3

1984 - 2002 Penetration Changes

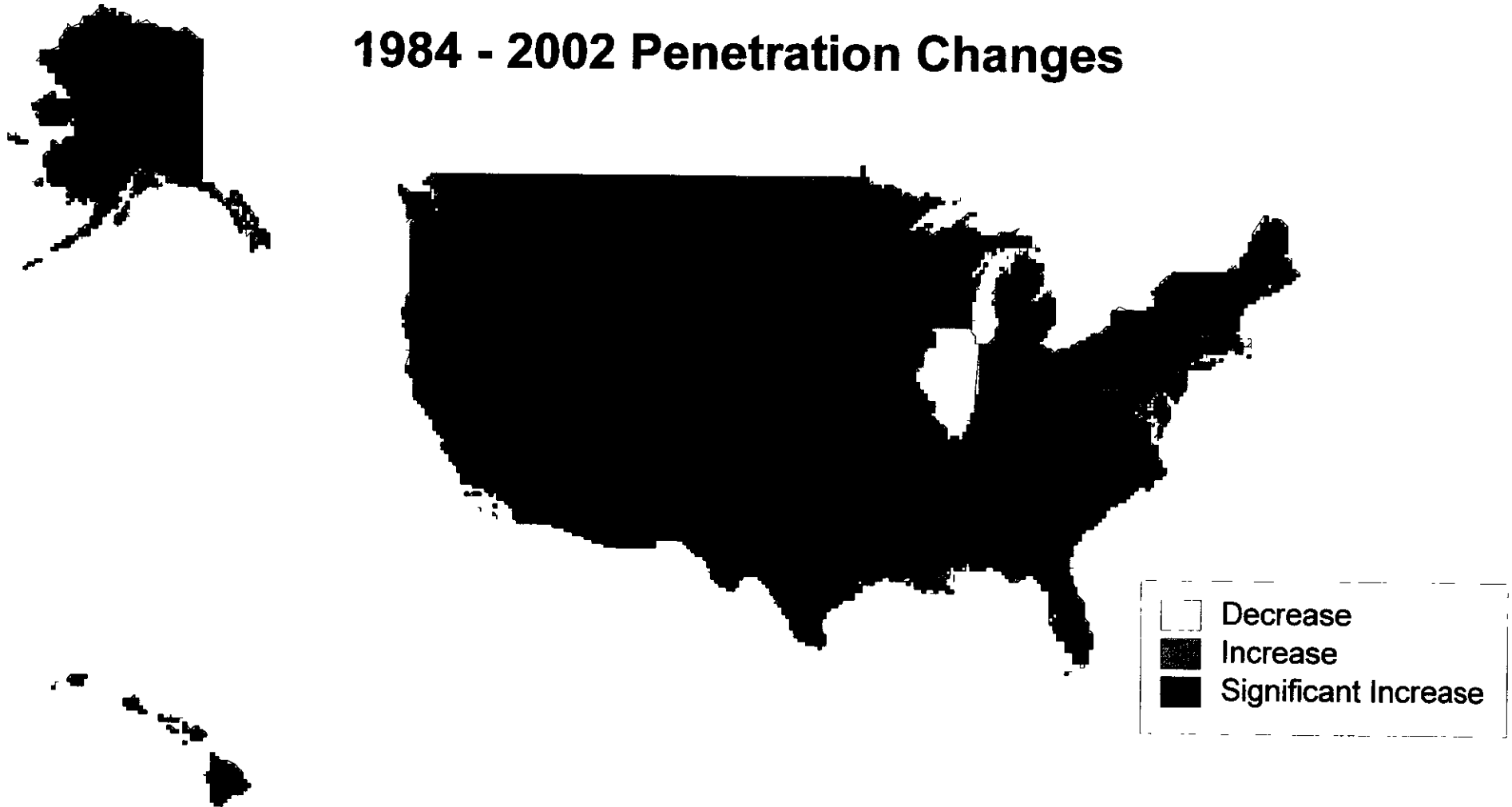


Table 6.6
Percentage of Households with a Telephone by State

| | 1987 | | 1988 | | 1989 | | 1990 | |
|----------------------|---------------------------|-------|---------------------------|-------|---------------------------|-------|---------------------------|-------|
| | ANNUAL AVERAGE Unit | Avail | ANNUAL AVERAGE Unit | Avail | ANNUAL AVERAGE Unit | Avail | ANNUAL AVERAGE Unit | Avail |
| UNITED STATES | 92.4 | 94.2 | 92.7 | 94.5 | 93.1 | 94.9 | 93.3 | 95.0 |
| ALABAMA | 87.5 | 89.6 | 87.3 | 89.6 | 89.0 | 91.3 | 89.5 | 91.1 |
| ALASKA | 87.8 | 90.2 | 87.6 | 89.9 | 86.8 | 89.9 | 89.3 | 92.6 |
| ARIZONA | 88.6 | 90.7 | 90.6 | 92.3 | 91.6 | 93.2 | 93.0 | 95.1 |
| ARKANSAS | 86.3 | 90.7 | 86.1 | 90.2 | 87.5 | 91.0 | 88.7 | 91.9 |
| CALIFORNIA | 93.8 | 95.0 | 94.4 | 95.5 | 94.9 | 96.0 | 94.6 | 95.5 |
| COLORADO | 92.9 | 95.5 | 93.8 | 95.4 | 94.6 | 96.0 | 94.7 | 96.3 |
| CONNECTICUT | 97.0 | 98.0 | 96.3 | 98.9 | 98.1 | 98.5 | 97.1 | 97.7 |
| DELAWARE | 96.5 | 97.3 | 97.0 | 97.9 | 96.6 | 97.5 | 96.0 | 97.1 |
| DISTRICT OF COLUMBIA | 92.4 | 94.2 | 94.6 | 95.9 | 92.7 | 94.8 | 91.4 | 93.2 |
| FLORIDA | 91.7 | 93.8 | 92.7 | 94.5 | 92.9 | 94.5 | 93.0 | 94.9 |
| GEORGIA | 88.7 | 91.3 | 90.1 | 92.4 | 90.2 | 92.9 | 90.9 | 93.4 |
| HAWAII | 94.2 | 96.6 | 94.5 | 96.3 | 95.1 | 96.9 | 95.3 | 96.8 |
| IDAHO | 91.1 | 92.5 | 92.2 | 93.3 | 92.5 | 93.6 | 92.8 | 94.1 |
| ILLINOIS | 93.7 | 95.2 | 94.2 | 95.6 | 93.9 | 95.4 | 94.3 | 95.7 |
| INDIANA | 91.2 | 93.2 | 92.3 | 94.9 | 93.2 | 95.9 | 92.8 | 95.9 |
| IOWA | 95.1 | 96.3 | 95.4 | 96.9 | 96.3 | 97.5 | 96.1 | 96.9 |
| KANSAS | 95.2 | 96.6 | 94.4 | 95.7 | 94.4 | 95.8 | 95.4 | 96.5 |
| KENTUCKY | 86.5 | 90.6 | 87.5 | 90.9 | 88.9 | 92.7 | 89.1 | 93.3 |
| LOUISIANA | 87.5 | 90.8 | 87.3 | 91.1 | 88.6 | 91.3 | 89.4 | 92.0 |
| MAINE | 93.5 | 95.2 | 94.2 | 95.9 | 95.3 | 96.4 | 95.7 | 97.6 |
| MARYLAND | 95.4 | 96.6 | 95.9 | 97.2 | 95.0 | 96.6 | 95.4 | 96.7 |
| MASSACHUSETTS | 96.4 | 97.0 | 96.9 | 97.3 | 97.1 | 97.8 | 96.6 | 97.4 |
| MICHIGAN | 93.7 | 94.8 | 93.9 | 95.0 | 93.7 | 94.9 | 94.1 | 95.5 |
| MINNESOTA | 96.0 | 97.4 | 97.2 | 98.4 | 96.8 | 97.8 | 96.9 | 98.1 |
| MISSISSIPPI | 81.5 | 86.3 | 83.3 | 88.6 | 85.5 | 90.3 | 87.0 | 90.9 |
| MISSOURI | 93.0 | 95.3 | 93.5 | 95.6 | 91.0 | 93.4 | 92.0 | 95.3 |
| MONTANA | 90.9 | 93.9 | 91.7 | 94.2 | 91.7 | 94.3 | 92.0 | 94.2 |
| NEBRASKA | 94.6 | 96.1 | 95.4 | 96.1 | 95.2 | 96.3 | 96.2 | 97.1 |
| NEVADA | 92.4 | 93.7 | 92.4 | 93.4 | 92.7 | 93.3 | 92.6 | 93.6 |
| NEW HAMPSHIRE | 94.1 | 96.2 | 95.2 | 96.1 | 95.4 | 97.1 | 95.0 | 96.5 |
| NEW JERSEY | 95.0 | 96.3 | 94.4 | 95.9 | 94.8 | 96.1 | 94.7 | 95.9 |
| NEW MEXICO | 86.0 | 89.3 | 85.7 | 89.1 | 85.8 | 89.6 | 85.8 | 89.5 |
| NEW YORK | 92.7 | 94.2 | 92.4 | 94.0 | 92.3 | 94.0 | 91.1 | 92.8 |
| NORTH CAROLINA | 89.2 | 91.7 | 90.4 | 92.8 | 91.9 | 94.1 | 91.9 | 94.2 |
| NORTH DAKOTA | 96.8 | 97.4 | 96.8 | 97.5 | 97.0 | 98.0 | 97.0 | 97.9 |
| OHIO | 93.4 | 94.7 | 94.4 | 95.2 | 94.6 | 95.5 | 95.2 | 96.3 |
| OKLAHOMA | 88.7 | 91.8 | 88.9 | 91.6 | 88.2 | 91.2 | 89.5 | 92.7 |
| OREGON | 93.3 | 94.8 | 92.0 | 93.5 | 92.3 | 93.9 | 94.5 | 95.9 |
| PENNSYLVANIA | 96.4 | 97.3 | 96.2 | 97.1 | 97.0 | 97.5 | 96.9 | 97.6 |
| RHODE ISLAND | 95.2 | 96.3 | 95.4 | 96.5 | 95.4 | 96.3 | 95.6 | 96.5 |
| SOUTH CAROLINA | 87.7 | 90.6 | 88.5 | 91.4 | 87.8 | 90.8 | 90.2 | 93.2 |
| SOUTH DAKOTA | 92.8 | 95.0 | 92.9 | 95.4 | 93.3 | 95.0 | 93.4 | 95.3 |
| TENNESSEE | 89.2 | 92.6 | 90.3 | 93.5 | 91.9 | 95.1 | 91.6 | 94.1 |
| TEXAS | 89.5 | 92.2 | 88.5 | 91.3 | 88.8 | 91.6 | 89.4 | 92.0 |
| UTAH | 92.3 | 94.6 | 92.5 | 94.5 | 95.9 | 96.5 | 95.6 | 96.3 |
| VERMONT | 95.3 | 96.9 | 95.6 | 96.8 | 93.9 | 95.7 | 94.9 | 96.9 |
| VIRGINIA | 92.5 | 94.6 | 92.9 | 95.5 | 93.2 | 95.7 | 93.0 | 94.9 |
| WASHINGTON | 94.3 | 96.4 | 94.3 | 95.7 | 96.4 | 97.3 | 97.1 | 97.7 |
| WEST VIRGINIA | 87.8 | 91.5 | 87.3 | 91.4 | 86.8 | 90.3 | 87.6 | 91.7 |
| WISCONSIN | 96.4 | 97.1 | 97.0 | 98.0 | 97.3 | 98.4 | 96.9 | 97.7 |
| WYOMING | 92.3 | 94.1 | 93.0 | 94.4 | 93.6 | 95.5 | 94.1 | 95.9 |

Chart 6.5

Telephone Penetration by Household Size

2002 Annual Average

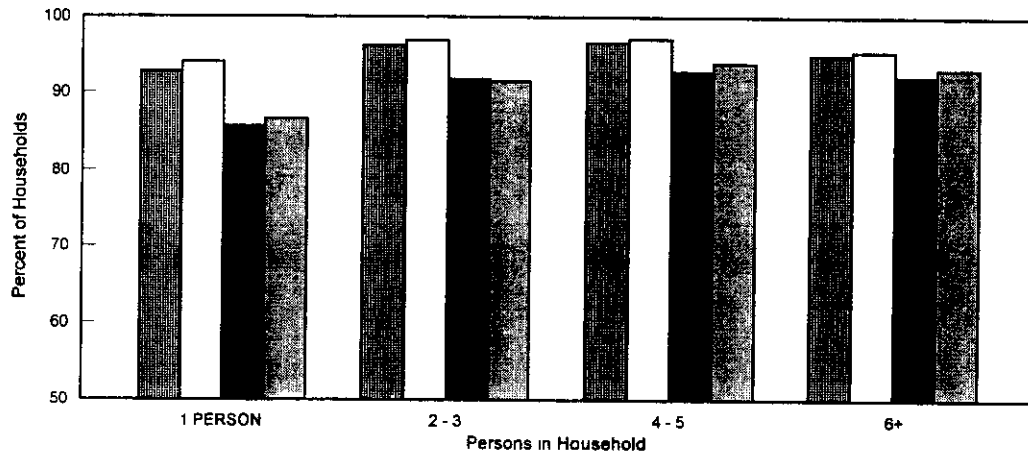


Chart 6.6

Telephone Penetration by Householder's Age

2002 Annual Average

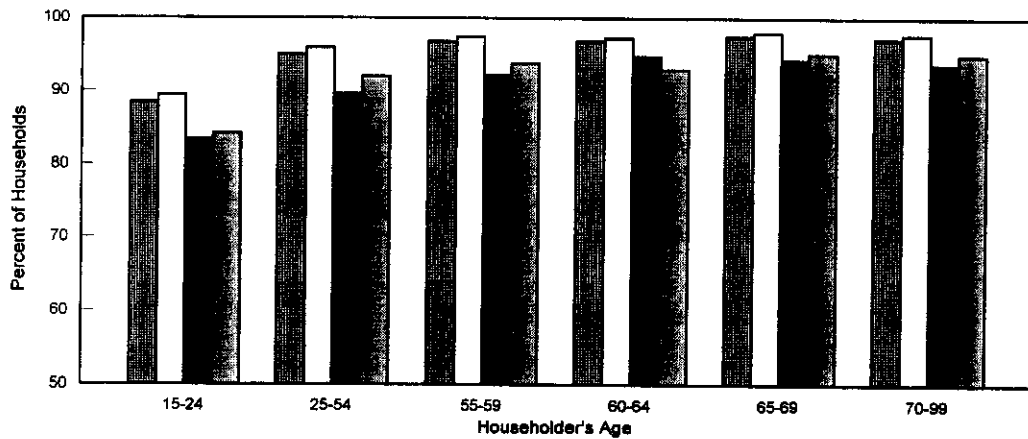


Chart 6.7

Telephone Penetration by Labor Force Status

2002 Annual Average

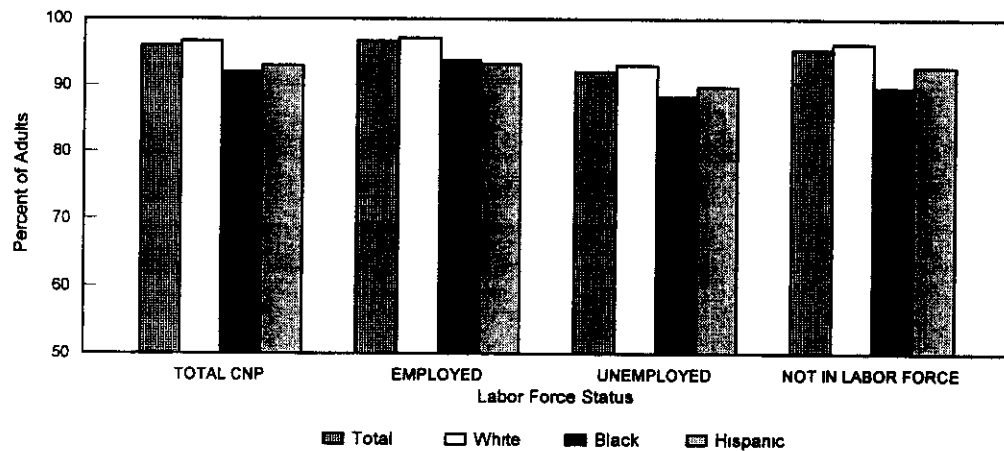


Table 6.6
Percentage of Households with a Telephone by State

| | 1995 | | 1996 | | 1997 | | 1998 | |
|----------------------|-------------------|-------|-------------------|-------|-------------------|-------|-------------------|-------|
| | ANNUAL AVERAGE | | ANNUAL AVERAGE | | ANNUAL AVERAGE | | ANNUAL AVERAGE | |
| | Unit | Avail | Unit | Avail | Unit | Avail | Unit | Avail |
| UNITED STATES | 93.9 | 95.2 | 93.9 | 95.0 | 93.9 | 95.0 | 94.1 | 95.2 |
| ALABAMA | 92.2 | 94.0 | 92.2 | 93.9 | 92.3 | 93.6 | 93.3 | 94.4 |
| ALASKA | 93.6 | 95.6 | 94.4 | 95.4 | 94.5 | 96.4 | 94.0 | 96.0 |
| ARIZONA | 93.8 | 95.1 | 93.1 | 94.1 | 91.6 | 93.2 | 91.9 | 93.0 |
| ARKANSAS | 89.4 | 92.5 | 86.9 | 89.7 | 89.8 | 91.8 | 88.0 | 89.8 |
| CALIFORNIA | 94.5 | 95.3 | 95.0 | 95.6 | 94.3 | 94.9 | 95.2 | 95.9 |
| COLORADO | 96.6 | 97.2 | 95.5 | 96.4 | 95.9 | 97.3 | 95.0 | 96.0 |
| CONNECTICUT | 96.9 | 98.0 | 97.5 | 98.2 | 94.2 | 94.8 | 95.5 | 96.2 |
| DELAWARE | 96.2 | 96.8 | 96.1 | 97.1 | 95.7 | 96.7 | 96.7 | 97.0 |
| DISTRICT OF COLUMBIA | 90.9 | 92.3 | 93.0 | 94.2 | 90.8 | 92.3 | 91.0 | 92.3 |
| FLORIDA | 93.9 | 94.8 | 93.1 | 94.2 | 92.8 | 94.0 | 92.6 | 93.5 |
| GEORGIA | 90.0 | 91.8 | 89.7 | 91.1 | 92.0 | 93.0 | 91.4 | 92.5 |
| HAWAII | 94.7 | 96.0 | 94.8 | 95.9 | 94.5 | 95.6 | 95.4 | 96.3 |
| IDAHO | 95.1 | 96.1 | 92.9 | 94.3 | 94.0 | 94.7 | 93.3 | 94.2 |
| ILLINOIS | 93.6 | 95.0 | 93.0 | 94.2 | 92.2 | 93.7 | 92.8 | 93.9 |
| INDIANA | 94.4 | 95.9 | 93.7 | 95.1 | 93.8 | 95.1 | 94.4 | 95.7 |
| IOWA | 96.4 | 97.6 | 96.6 | 96.9 | 96.7 | 97.5 | 96.7 | 97.5 |
| KANSAS | 93.9 | 95.0 | 93.9 | 95.2 | 94.0 | 95.2 | 94.3 | 95.3 |
| KENTUCKY | 92.1 | 94.2 | 92.3 | 93.3 | 93.2 | 94.3 | 93.3 | 95.1 |
| LOUISIANA | 92.6 | 95.3 | 91.1 | 93.3 | 91.0 | 93.5 | 92.3 | 93.3 |
| MAINE | 95.7 | 96.9 | 96.5 | 97.8 | 96.1 | 97.3 | 96.9 | 97.9 |
| MARYLAND | 96.4 | 96.8 | 96.7 | 97.2 | 95.7 | 96.3 | 96.5 | 97.0 |
| MASSACHUSETTS | 95.9 | 96.7 | 95.7 | 96.7 | 95.4 | 96.3 | 94.5 | 95.4 |
| MICHIGAN | 95.2 | 96.0 | 95.0 | 95.6 | 94.3 | 95.2 | 95.0 | 96.0 |
| MINNESOTA | 97.3 | 98.1 | 97.1 | 98.0 | 96.9 | 98.0 | 97.8 | 98.3 |
| MISSISSIPPI | 86.5 | 91.1 | 87.5 | 91.6 | 89.2 | 93.2 | 89.5 | 92.0 |
| MISSOURI | 94.4 | 95.7 | 95.3 | 96.7 | 95.0 | 96.2 | 94.6 | 95.9 |
| MONTANA | 94.2 | 95.3 | 94.3 | 95.5 | 93.7 | 94.8 | 94.1 | 95.0 |
| NEBRASKA | 97.1 | 97.8 | 96.0 | 96.9 | 97.1 | 97.8 | 96.2 | 97.0 |
| NEVADA | 92.6 | 93.6 | 93.5 | 94.1 | 94.1 | 94.4 | 92.3 | 93.3 |
| NEW HAMPSHIRE | 96.2 | 97.2 | 96.1 | 96.9 | 96.5 | 97.4 | 95.5 | 96.6 |
| NEW JERSEY | 92.3 | 93.2 | 93.6 | 94.8 | 94.9 | 96.0 | 94.5 | 95.3 |
| NEW MEXICO | 86.4 | 88.8 | 86.2 | 88.6 | 88.1 | 90.8 | 88.2 | 91.3 |
| NEW YORK | 92.9 | 93.9 | 93.4 | 94.3 | 94.2 | 95.1 | 94.8 | 95.7 |
| NORTH CAROLINA | 93.4 | 95.1 | 93.5 | 95.1 | 93.1 | 94.2 | 93.1 | 94.0 |
| NORTH DAKOTA | 97.2 | 97.9 | 96.3 | 96.7 | 95.8 | 97.0 | 96.8 | 97.5 |
| OHIO | 94.0 | 95.0 | 94.5 | 95.6 | 94.6 | 95.3 | 95.6 | 96.3 |
| OKLAHOMA | 91.5 | 92.9 | 91.3 | 92.6 | 91.4 | 93.1 | 90.6 | 91.7 |
| OREGON | 96.4 | 96.9 | 96.0 | 96.8 | 95.6 | 96.3 | 96.0 | 97.2 |
| PENNSYLVANIA | 96.8 | 97.5 | 96.9 | 97.5 | 97.1 | 97.6 | 96.8 | 97.4 |
| RHODE ISLAND | 96.0 | 97.4 | 95.7 | 96.3 | 94.5 | 95.6 | 95.6 | 96.5 |
| SOUTH CAROLINA | 90.5 | 92.3 | 91.3 | 93.6 | 92.5 | 93.8 | 92.9 | 94.1 |
| SOUTH DAKOTA | 94.3 | 95.9 | 93.3 | 94.5 | 93.9 | 95.0 | 90.6 | 91.7 |
| TENNESSEE | 93.0 | 95.5 | 94.0 | 96.2 | 94.5 | 96.4 | 94.6 | 96.3 |
| TEXAS | 91.3 | 93.3 | 91.0 | 92.6 | 91.3 | 93.0 | 92.2 | 93.7 |
| UTAH | 97.6 | 97.9 | 96.7 | 97.0 | 96.9 | 97.7 | 97.1 | 97.7 |
| VERMONT | 96.5 | 98.0 | 95.9 | 97.7 | 95.1 | 96.7 | 95.2 | 96.1 |
| VIRGINIA | 95.9 | 97.3 | 94.9 | 96.1 | 94.5 | 95.7 | 93.9 | 94.6 |
| WASHINGTON | 95.7 | 96.6 | 94.5 | 95.5 | 95.9 | 96.9 | 95.2 | 95.9 |
| WEST VIRGINIA | 92.7 | 94.9 | 92.9 | 95.0 | 93.2 | 94.9 | 93.8 | 95.5 |
| WISCONSIN | 97.3 | 97.7 | 97.0 | 97.7 | 96.3 | 97.2 | 95.9 | 96.8 |
| WYOMING | 94.1 | 95.5 | 95.0 | 95.7 | 93.4 | 95.0 | 93.7 | 94.6 |

Chart 6.9

Telephone Penetration Rates by Income

Annual Household Income in 1984 Dollars

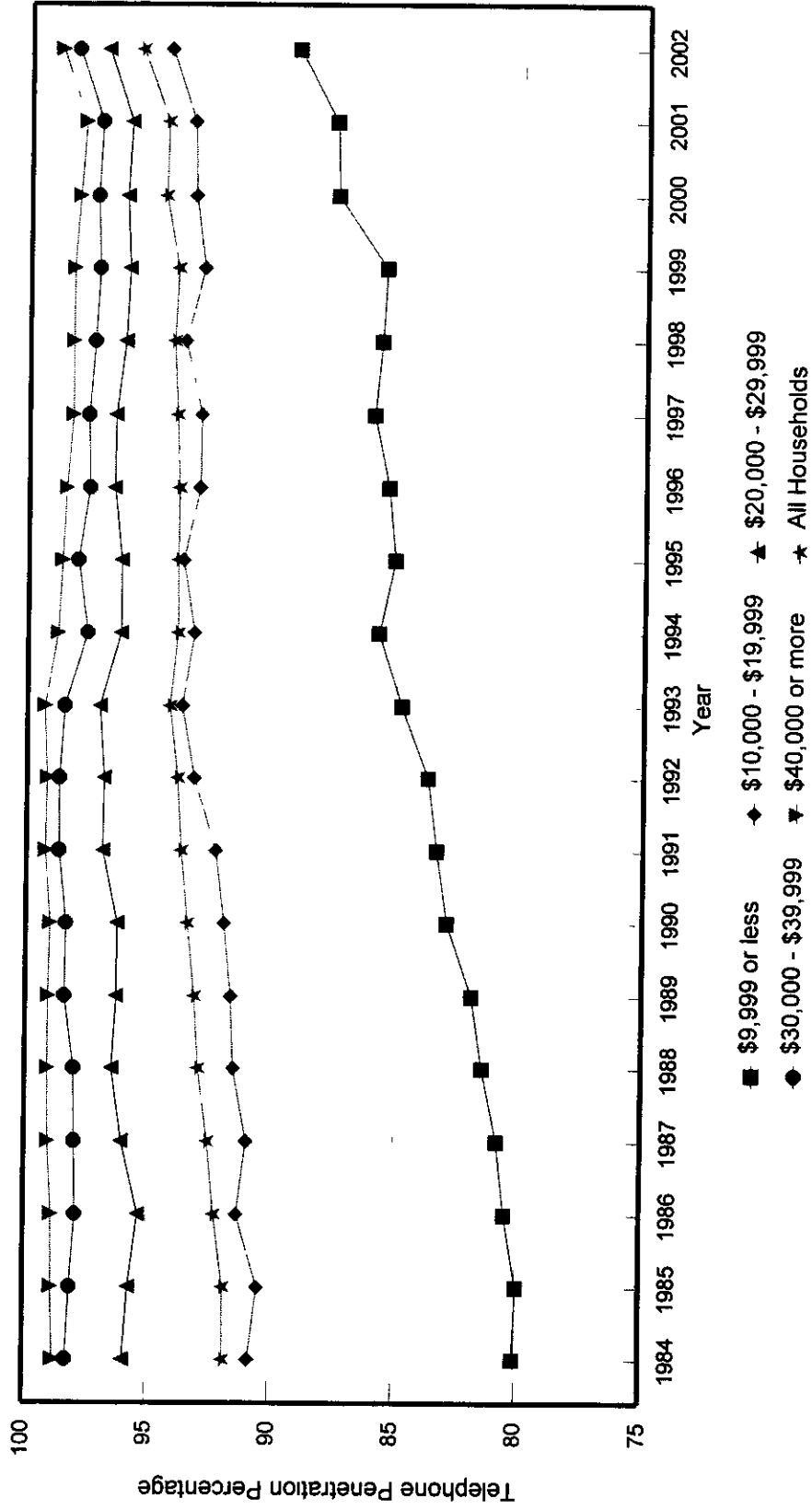


Table 6.6
Percentage of Households with a Telephone by State

| | 2000 | | 2001 | | | | | |
|----------------------|-------------------|-------|-------|-------|------|-------|----------|-------|
| | ANNUAL AVERAGE | | MARCH | | JULY | | NOVEMBER | |
| | Unit | Avail | Unit | Avail | Unit | Avail | Unit | Avail |
| UNITED STATES | 94.4 | 95.2 | 94.6 | 95.4 | 95.1 | 95.9 | 94.9 | 95.8 |
| ALABAMA | 91.9 | 93.3 | 91.9 | 93.5 | 93.0 | 93.9 | 93.4 | 94.7 |
| ALASKA | 94.3 | 96.9 | 96.4 | 97.3 | 94.7 | 95.8 | 96.9 | 98.1 |
| ARIZONA | 93.9 | 94.8 | 94.5 | 95.1 | 93.5 | 94.1 | 95.4 | 96.1 |
| ARKANSAS | 88.6 | 89.9 | 91.6 | 92.5 | 91.4 | 93.1 | 90.9 | 93.2 |
| CALIFORNIA | 95.8 | 96.4 | 96.1 | 96.4 | 97.0 | 97.5 | 96.6 | 97.1 |
| COLORADO | 96.3 | 96.7 | 96.2 | 96.9 | 97.4 | 97.9 | 96.6 | 97.2 |
| CONNECTICUT | 96.4 | 96.8 | 95.9 | 96.5 | 96.8 | 97.3 | 95.5 | 96.7 |
| DELAWARE | 96.3 | 97.1 | 97.5 | 98.4 | 94.4 | 95.0 | 96.8 | 97.2 |
| DISTRICT OF COLUMBIA | 93.2 | 94.1 | 95.5 | 96.1 | 93.8 | 95.0 | 94.3 | 95.5 |
| FLORIDA | 92.1 | 92.9 | 92.0 | 92.8 | 93.2 | 94.1 | 94.5 | 95.0 |
| GEORGIA | 91.1 | 92.5 | 92.2 | 93.3 | 93.2 | 94.2 | 91.9 | 92.8 |
| HAWAII | 94.7 | 95.3 | 94.3 | 95.5 | 96.9 | 97.5 | 96.0 | 96.7 |
| IDAHO | 93.9 | 94.8 | 93.5 | 94.5 | 94.1 | 95.2 | 96.0 | 97.2 |
| ILLINOIS | 91.5 | 92.3 | 92.0 | 93.0 | 93.7 | 94.4 | 91.7 | 92.7 |
| INDIANA | 94.5 | 95.3 | 93.7 | 94.9 | 95.0 | 95.7 | 93.1 | 94.5 |
| IOWA | 96.2 | 97.1 | 97.1 | 97.7 | 97.2 | 97.6 | 97.0 | 98.0 |
| KANSAS | 94.8 | 95.7 | 92.6 | 94.9 | 95.4 | 96.6 | 94.6 | 96.3 |
| KENTUCKY | 93.3 | 94.3 | 93.4 | 94.6 | 93.7 | 94.9 | 93.5 | 94.1 |
| LOUISIANA | 92.6 | 93.8 | 93.4 | 94.7 | 94.5 | 95.2 | 92.8 | 94.0 |
| MAINE | 97.9 | 98.3 | 97.9 | 98.8 | 97.7 | 98.3 | 97.9 | 98.5 |
| MARYLAND | 95.0 | 96.0 | 96.2 | 96.5 | 95.5 | 95.9 | 96.4 | 96.6 |
| MASSACHUSETTS | 94.6 | 95.5 | 96.1 | 96.2 | 95.7 | 96.4 | 95.1 | 95.7 |
| MICHIGAN | 95.0 | 95.6 | 94.9 | 95.9 | 94.7 | 95.5 | 94.4 | 95.3 |
| MINNESOTA | 97.4 | 97.8 | 97.0 | 97.3 | 97.7 | 98.2 | 97.7 | 98.0 |
| MISSISSIPPI | 89.2 | 92.0 | 87.8 | 91.0 | 88.1 | 91.4 | 93.7 | 95.5 |
| MISSOURI | 95.8 | 96.9 | 97.1 | 97.6 | 96.6 | 97.0 | 94.6 | 95.8 |
| MONTANA | 94.6 | 95.1 | 95.0 | 96.1 | 94.8 | 95.4 | 95.2 | 95.7 |
| NEBRASKA | 97.3 | 98.0 | 97.3 | 97.6 | 96.5 | 97.6 | 96.0 | 96.9 |
| NEVADA | 94.0 | 94.5 | 95.4 | 95.9 | 95.2 | 95.9 | 94.8 | 95.7 |
| NEW HAMPSHIRE | 97.7 | 98.3 | 98.2 | 98.7 | 97.8 | 98.1 | 98.8 | 99.1 |
| NEW JERSEY | 94.6 | 95.0 | 95.2 | 95.8 | 95.9 | 96.7 | 96.2 | 96.7 |
| NEW MEXICO | 91.2 | 92.7 | 91.3 | 93.5 | 93.6 | 94.3 | 91.6 | 92.9 |
| NEW YORK | 95.1 | 95.7 | 95.1 | 95.9 | 94.9 | 95.5 | 95.2 | 96.2 |
| NORTH CAROLINA | 93.9 | 95.0 | 93.3 | 94.4 | 93.9 | 94.5 | 93.7 | 95.1 |
| NORTH DAKOTA | 95.8 | 96.4 | 95.0 | 96.0 | 94.6 | 95.4 | 93.5 | 94.4 |
| OHIO | 94.8 | 95.8 | 95.4 | 95.8 | 96.7 | 97.3 | 95.8 | 97.0 |
| OKLAHOMA | 91.2 | 92.3 | 92.9 | 93.9 | 93.0 | 93.8 | 93.7 | 95.1 |
| OREGON | 94.8 | 95.6 | 94.6 | 95.6 | 96.2 | 96.8 | 95.9 | 97.0 |
| PENNSYLVANIA | 96.6 | 97.1 | 97.1 | 97.5 | 97.0 | 97.3 | 97.0 | 97.7 |
| RHODE ISLAND | 94.9 | 95.9 | 95.8 | 96.4 | 95.7 | 96.2 | 97.4 | 97.5 |
| SOUTH CAROLINA | 93.2 | 94.2 | 93.1 | 94.3 | 94.9 | 96.3 | 95.5 | 96.3 |
| SOUTH DAKOTA | 94.3 | 95.0 | 95.7 | 96.3 | 94.9 | 95.5 | 94.6 | 95.7 |
| TENNESSEE | 95.5 | 96.6 | 91.8 | 93.4 | 93.2 | 94.9 | 94.5 | 95.9 |
| TEXAS | 93.5 | 94.4 | 93.6 | 94.7 | 94.3 | 95.1 | 93.6 | 94.9 |
| UTAH | 95.9 | 96.5 | 96.2 | 96.2 | 96.5 | 96.9 | 97.0 | 97.6 |
| VERMONT | 95.6 | 96.2 | 97.1 | 98.0 | 97.2 | 97.6 | 97.2 | 97.9 |
| VIRGINIA | 95.4 | 96.0 | 94.3 | 94.7 | 95.8 | 96.3 | 93.9 | 95.0 |
| WASHINGTON | 94.9 | 96.0 | 95.9 | 96.8 | 96.9 | 97.7 | 95.2 | 96.2 |
| WEST VIRGINIA | 94.0 | 95.3 | 92.8 | 95.6 | 94.5 | 95.6 | 93.1 | 94.7 |
| WISCONSIN | 94.8 | 96.0 | 96.2 | 97.8 | 95.6 | 95.8 | 95.5 | 96.7 |
| WYOMING | 94.7 | 96.0 | 94.2 | 95.1 | 93.7 | 94.5 | 93.4 | 94.9 |

Table 6.5
Comparison of Penetration Rates for States by Level of Lifetime Assistance

| State | Avg. State Year \$ Support per Line Began March 2002 | Low-Income Households # | All Households |
|----------------------|---|-------------------------|-------------------|
| Alabama | 1995 3.49 | 78.0% 83.9% 0.6% | 89.0% 91.3% 2.2% |
| Alaska | 1994 3.50 | 74.1% 92.9% 12.6% | 89.9% 94.3% 8.4% |
| Arizona | 1987 2.45 | 82.4% 86.8% 8.9% | 90.0% 90.3% 0.3% |
| Arkansas | 1986 0.63 | 78.8% 85.9% 0.5% | 88.7% 92.2% 1.5% |
| California | 1985 2.35 | 82.9% 87.7% 94.3% | 92.6% 94.0% 1.4% |
| Colorado | 1986 3.50 | 88.0% 94.6% 1.2% | 96.6% 96.9% 1.9% |
| Connecticut | 1993 1.16 | 80.5% 90.1% 5.4% | 97.3% 97.3% 1.0% |
| Delaware | 1998 2.30 | 92.8% 92.8% 7.1% | 95.2% 95.2% -0.3% |
| District of Columbia | 1987 3.50 | 81.1% 87.0% -11.4% | 91.4% 94.0% -4.5% |
| Florida | 1994 3.50 | 84.4% 89.7% 4.1% | 89.9% 92.1% 2.2% |
| Georgia | 1991 3.44 | 81.6% 87.3% 12.5% | 85.9% 90.4% 4.5% |
| Hawaii | 1987 0.00 | 89.9% 92.5% 13.8% | 94.9% 94.9% 0.9% |
| Idaho | 1987 3.49 | 78.4% 87.9% 9.4% | 95.0% 95.4% 4.4% |
| Illinois | 1998 1.50 | 87.8% 83.2% -4.6% | 93.5% 93.5% -2.0% |
| Indiana | 1998 0.76 | 80.4% 81.6% -1.2% | 94.8% 94.3% 2.2% |
| Iowa | 1998 0.00 | 89.7% 87.7% -2.0% | 97.1% 96.1% 0.3% |
| Kansas | 1998 3.50 | 88.5% 88.0% 0.4% | 94.9% 94.9% 0.4% |
| Kentucky | 1998 3.48 | 87.7% 90.2% 2.5% | 93.1% 87.1% 6.0% |
| Louisiana | 1998 0.00 | 81.7% 84.1% 2.4% | 91.2% 91.4% 0.2% |
| Maine | 1997 3.49 | 83.1% 90.5% 7.4% | 93.7% 94.3% -0.6% |
| Maryland | 1987 3.50 | 87.0% 85.9% -1.1% | 96.2% 95.3% -0.9% |
| Massachusetts | 1990 6.00 | 91.7% 94.4% 2.7% | 95.9% 95.9% 0.2% |
| Michigan | 1989 2.29 | 86.0% 86.4% 5.1% | 94.9% 94.7% 1.6% |
| Minnesota | 1988 0.07 | 91.7% 92.1% 6.5% | 97.5% 97.5% 1.5% |
| Mississippi | 1991 3.40 | 76.6% 79.4% 5.3% | 89.4% 90.9% 7.5% |
| Missouri | 1987 1.05 | 82.5% 95.2% 12.7% | 97.5% 95.4% 5.3% |
| Montana | 1987 3.11 | 79.6% 86.3% 6.7% | 94.1% 90.3% 3.8% |
| Nebraska | 1998 3.45 | 90.7% 82.8% 2.2% | 97.0% 96.5% 0.4% |
| Nevada | 1988 1.40 | 78.4% 90.8% 12.3% | 93.8% 93.8% 0.8% |
| New Hampshire | 1998 0.00 | 82.2% 83.6% 11.4% | 97.8% 94.8% 2.4% |
| New Jersey | 1998 0.00 | 83.2% 88.6% 5.4% | 96.1% 93.6% 2.5% |
| New Mexico | 1987 3.35 | 61.8% 69.6% 7.8% | 92.4% 86.0% 3.9% |
| New York | 1985 3.20 | 84.6% 87.5% 6.0% | 96.0% 94.5% 3.1% |
| North Carolina | 1996 3.48 | 73.5% 83.6% 10.1% | 94.3% 89.0% 4.5% |
| North Dakota | 1990 2.25 | 85.2% 89.6% 4.0% | 95.7% 93.9% 2.3% |

Households with income under \$10,000 expressed in March 1984 dollars
* Change is statistically significant at the 95% confidence level

Note: Changes may not appear to be the same as calculated differences due to rounding

Table 6.6
Percentage of Households with a Telephone by State

| | 2002 | | 2003 | |
|----------------------|-------------------|-------|-------|-------|
| | ANNUAL AVERAGE | | MARCH | |
| | Unit | Avail | Unit | Avail |
| UNITED STATES | 95.3 | 96.2 | 95.5 | 96.3 |
| ALABAMA | 92.2 | 93.2 | 90.5 | 91.8 |
| ALASKA | 96.4 | 97.9 | 96.8 | 98.3 |
| ARIZONA | 94.8 | 96.0 | 95.6 | 96.1 |
| ARKANSAS | 92.1 | 93.4 | 93.0 | 93.7 |
| CALIFORNIA | 97.0 | 97.4 | 97.2 | 97.6 |
| COLORADO | 97.2 | 97.7 | 97.0 | 97.5 |
| CONNECTICUT | 97.4 | 97.9 | 97.6 | 98.3 |
| DELAWARE | 96.8 | 97.3 | 96.9 | 97.4 |
| DISTRICT OF COLUMBIA | 94.0 | 95.6 | 95.1 | 96.3 |
| FLORIDA | 94.3 | 95.2 | 95.0 | 95.6 |
| GEORGIA | 94.0 | 94.8 | 95.2 | 95.6 |
| HAWAII | 96.8 | 97.7 | 98.0 | 98.5 |
| IDAHO | 95.0 | 96.1 | 94.8 | 96.2 |
| ILLINOIS | 92.8 | 93.7 | 92.4 | 93.0 |
| INDIANA | 93.4 | 94.5 | 93.8 | 94.6 |
| IOWA | 96.9 | 97.8 | 97.0 | 97.5 |
| KANSAS | 95.5 | 96.6 | 96.3 | 97.6 |
| KENTUCKY | 95.0 | 96.0 | 94.0 | 95.6 |
| LOUISIANA | 92.4 | 93.6 | 93.4 | 94.4 |
| MAINE | 97.9 | 98.7 | 98.0 | 98.8 |
| MARYLAND | 96.4 | 97.0 | 96.5 | 96.8 |
| MASSACHUSETTS | 96.9 | 97.5 | 97.1 | 97.9 |
| MICHIGAN | 94.3 | 94.9 | 95.2 | 96.0 |
| MINNESOTA | 97.7 | 98.3 | 96.6 | 97.5 |
| MISSISSIPPI | 91.4 | 93.3 | 91.3 | 93.0 |
| MISSOURI | 96.2 | 97.0 | 97.0 | 97.5 |
| MONTANA | 94.8 | 96.0 | 94.2 | 95.0 |
| NEBRASKA | 95.8 | 96.7 | 96.5 | 96.8 |
| NEVADA | 95.5 | 96.1 | 94.9 | 96.0 |
| NEW HAMPSHIRE | 97.2 | 97.7 | 97.5 | 97.6 |
| NEW JERSEY | 95.9 | 96.9 | 96.1 | 96.9 |
| NEW MEXICO | 91.8 | 93.9 | 93.0 | 94.5 |
| NEW YORK | 95.8 | 96.3 | 95.3 | 96.0 |
| NORTH CAROLINA | 94.3 | 95.2 | 94.4 | 95.2 |
| NORTH DAKOTA | 94.9 | 95.0 | 94.4 | 95.7 |
| OHIO | 95.9 | 96.9 | 96.6 | 97.4 |
| OKLAHOMA | 93.1 | 94.6 | 92.7 | 93.7 |
| OREGON | 97.2 | 97.7 | 96.7 | 96.9 |
| PENNSYLVANIA | 98.0 | 98.2 | 97.1 | 97.7 |
| RHODE ISLAND | 96.1 | 96.7 | 97.4 | 97.8 |
| SOUTH CAROLINA | 94.3 | 95.1 | 93.6 | 94.5 |
| SOUTH DAKOTA | 95.1 | 95.6 | 94.8 | 95.5 |
| TENNESSEE | 93.6 | 94.9 | 94.3 | 95.6 |
| TEXAS | 94.2 | 95.5 | 94.8 | 95.9 |
| UTAH | 96.7 | 97.6 | 97.7 | 97.7 |
| VERMONT | 97.6 | 98.1 | 96.4 | 97.6 |
| VIRGINIA | 96.2 | 96.8 | 95.9 | 96.7 |
| WASHINGTON | 96.4 | 97.2 | 97.0 | 97.6 |
| WEST VIRGINIA | 94.5 | 95.7 | 94.9 | 96.2 |
| WISCONSIN | 96.1 | 97.0 | 96.3 | 96.7 |
| WYOMING | 94.0 | 94.8 | 93.8 | 95.2 |

Table 6.6
Percentage of Households with a Telephone by State

| | 1983 | | 1984 | | 1985 | | 1986 | |
|----------------------|------------------|-------|---------------------------|-------|---------------------------|-------|---------------------------|-------|
| | NOVEMBER Unit | Avail | ANNUAL AVERAGE Unit | Avail | ANNUAL AVERAGE Unit | Avail | ANNUAL AVERAGE Unit | Avail |
| UNITED STATES | 91.4 | 93.7 | 91.6 | 93.7 | 91.8 | 93.9 | 92.3 | 94.1 |
| ALABAMA | 87.9 | 90.2 | 88.4 | 90.5 | 89.1 | 91.0 | 88.7 | 90.4 |
| ALASKA | 83.8 | 88.8 | 86.5 | 89.0 | 87.1 | 89.5 | 86.4 | 88.9 |
| ARIZONA | 88.8 | 90.7 | 86.9 | 89.4 | 87.3 | 89.6 | 89.4 | 90.9 |
| ARKANSAS | 88.2 | 91.4 | 86.6 | 90.6 | 85.9 | 89.9 | 86.4 | 90.4 |
| CALIFORNIA | 91.7 | 93.5 | 92.5 | 93.8 | 92.9 | 94.1 | 93.0 | 94.0 |
| COLORADO | 94.4 | 96.5 | 93.2 | 95.4 | 94.3 | 96.2 | 94.1 | 96.0 |
| CONNECTICUT | 95.5 | 98.4 | 95.5 | 97.0 | 96.2 | 97.6 | 97.0 | 97.9 |
| DELAWARE | 95.0 | 96.6 | 94.3 | 95.7 | 94.8 | 96.2 | 94.7 | 96.3 |
| DISTRICT OF COLUMBIA | 94.7 | 95.6 | 94.9 | 96.3 | 93.6 | 95.2 | 92.2 | 94.0 |
| FLORIDA | 85.5 | 89.9 | 88.7 | 91.3 | 89.6 | 91.7 | 90.0 | 92.5 |
| GEORGIA | 88.9 | 92.1 | 86.2 | 89.1 | 87.6 | 89.7 | 88.4 | 91.0 |
| HAWAII | 94.6 | 96.4 | 93.5 | 94.9 | 93.0 | 95.0 | 92.2 | 94.4 |
| IDAHO | 89.5 | 92.2 | 90.7 | 91.7 | 91.8 | 93.1 | 91.5 | 93.1 |
| ILLINOIS | 95.0 | 95.9 | 94.2 | 95.8 | 93.7 | 95.3 | 93.6 | 95.2 |
| INDIANA | 90.3 | 93.5 | 91.6 | 93.6 | 92.3 | 94.7 | 92.2 | 94.3 |
| IOWA | 95.4 | 97.2 | 96.2 | 97.4 | 95.1 | 96.4 | 95.7 | 96.5 |
| KANSAS | 94.9 | 96.7 | 94.3 | 95.8 | 94.4 | 96.4 | 94.6 | 96.1 |
| KENTUCKY | 86.9 | 90.9 | 88.1 | 91.0 | 87.4 | 91.1 | 86.2 | 90.6 |
| LOUISIANA | 88.9 | 93.3 | 89.7 | 92.7 | 90.3 | 93.6 | 88.7 | 91.9 |
| MAINE | 90.7 | 93.1 | 93.4 | 95.3 | 94.0 | 95.6 | 93.4 | 95.4 |
| MARYLAND | 96.3 | 96.7 | 95.7 | 96.5 | 95.5 | 96.7 | 95.7 | 96.7 |
| MASSACHUSETTS | 94.3 | 95.9 | 95.9 | 96.9 | 95.2 | 96.3 | 96.4 | 97.1 |
| MICHIGAN | 93.8 | 94.9 | 92.8 | 94.5 | 92.9 | 94.2 | 93.4 | 94.5 |
| MINNESOTA | 96.4 | 97.5 | 95.8 | 97.1 | 96.4 | 97.4 | 96.2 | 97.2 |
| MISSISSIPPI | 82.4 | 89.1 | 82.4 | 87.5 | 80.9 | 87.6 | 80.1 | 87.3 |
| MISSOURI | 92.1 | 94.1 | 91.5 | 93.7 | 92.5 | 94.8 | 93.4 | 94.9 |
| MONTANA | 92.8 | 94.5 | 91.0 | 94.0 | 91.4 | 93.9 | 90.9 | 93.7 |
| NEBRASKA | 94.0 | 95.3 | 95.7 | 96.8 | 95.3 | 96.6 | 95.6 | 96.8 |
| NEVADA | 89.4 | 91.9 | 90.4 | 92.8 | 91.8 | 93.8 | 92.4 | 93.7 |
| NEW HAMPSHIRE | 95.0 | 96.9 | 94.3 | 95.8 | 93.2 | 94.6 | 94.0 | 95.0 |
| NEW JERSEY | 94.1 | 95.1 | 94.8 | 96.1 | 94.9 | 96.2 | 94.9 | 96.1 |
| NEW MEXICO | 85.3 | 90.9 | 82.0 | 87.0 | 84.1 | 88.2 | 85.1 | 89.1 |
| NEW YORK | 90.8 | 92.2 | 91.8 | 93.6 | 92.1 | 93.6 | 93.2 | 94.3 |
| NORTH CAROLINA | 89.3 | 92.9 | 88.3 | 91.9 | 89.4 | 92.4 | 90.2 | 92.5 |
| NORTH DAKOTA | 95.1 | 97.3 | 94.6 | 96.8 | 95.3 | 96.7 | 96.1 | 97.0 |
| OHIO | 92.2 | 93.9 | 92.4 | 94.4 | 92.2 | 94.5 | 93.1 | 94.4 |
| OKLAHOMA | 91.5 | 93.7 | 90.3 | 92.5 | 88.8 | 91.7 | 90.4 | 93.0 |
| OREGON | 91.2 | 93.5 | 90.6 | 92.3 | 90.3 | 92.1 | 92.7 | 94.3 |
| PENNSYLVANIA | 95.1 | 97.1 | 94.9 | 96.5 | 95.3 | 96.6 | 96.3 | 97.4 |
| RHODE ISLAND | 93.3 | 94.6 | 93.6 | 94.6 | 94.0 | 95.1 | 95.9 | 96.8 |
| SOUTH CAROLINA | 81.8 | 84.9 | 83.7 | 87.7 | 86.8 | 90.5 | 86.3 | 90.6 |
| SOUTH DAKOTA | 92.7 | 95.0 | 93.2 | 94.9 | 92.6 | 94.5 | 92.6 | 94.2 |
| TENNESSEE | 87.6 | 92.6 | 88.5 | 92.0 | 89.3 | 92.6 | 89.6 | 93.6 |
| TEXAS | 89.0 | 92.6 | 88.4 | 91.6 | 88.1 | 91.6 | 88.9 | 91.9 |
| UTAH | 90.3 | 92.2 | 92.5 | 94.2 | 93.9 | 95.1 | 93.0 | 93.9 |
| VERMONT | 92.7 | 94.3 | 92.3 | 94.0 | 92.9 | 94.1 | 93.8 | 95.6 |
| VIRGINIA | 93.1 | 94.7 | 93.1 | 95.1 | 91.7 | 93.8 | 92.1 | 94.1 |
| WASHINGTON | 92.5 | 93.7 | 93.0 | 94.4 | 94.7 | 96.2 | 94.6 | 96.3 |
| WEST VIRGINIA | 88.1 | 91.1 | 87.7 | 91.8 | 87.6 | 91.7 | 88.2 | 91.9 |
| WISCONSIN | 94.8 | 96.1 | 95.2 | 96.6 | 94.1 | 95.4 | 95.1 | 95.9 |
| WYOMING | 89.7 | 93.3 | 89.9 | 92.8 | 93.4 | 94.9 | 92.1 | 95.1 |

Table 6.7
Percentage of Households with a Telephone by Income

| | RACE | | | | | | HISPANIC ORIGIN | |
|----------------------------|-------|-------|-------|-------|-------|-------|-----------------|-------|
| | TOTAL | | WHITE | | BLACK | | Unit | Avail |
| | Unit | Avail | Unit | Avail | Unit | Avail | | |
| 1986 ANNUAL AVERAGE | | | | | | | | |
| TOTAL | 92.3 | 94.1 | 93.7 | 95.2 | 81.6 | 85.9 | 81.4 | 84.1 |
| UNDER \$5,000 | 71.6 | 77.4 | 74.9 | 80.1 | 63.9 | 71.0 | 57.5 | 62.9 |
| \$5,000 - \$7,499 | 83.1 | 86.5 | 85.2 | 88.2 | 74.3 | 79.6 | 68.1 | 72.1 |
| \$7,500 - \$9,999 | 86.9 | 90.2 | 88.4 | 91.1 | 78.6 | 85.2 | 72.9 | 75.8 |
| \$10,000 - \$12,499 | 89.6 | 92.1 | 90.7 | 93.0 | 82.6 | 86.4 | 80.3 | 82.6 |
| \$12,500 - \$14,999 | 91.2 | 93.8 | 91.9 | 94.4 | 86.4 | 90.3 | 83.9 | 87.8 |
| \$15,000 - \$17,499 | 93.1 | 95.1 | 94.3 | 95.7 | 85.3 | 91.6 | 86.3 | 88.9 |
| \$17,500 - \$19,999 | 94.9 | 96.3 | 95.3 | 96.7 | 92.2 | 94.2 | 87.2 | 90.1 |
| \$20,000 - \$24,999 | 96.5 | 97.5 | 96.9 | 97.9 | 92.8 | 94.6 | 93.0 | 94.1 |
| \$25,000 - \$29,999 | 97.7 | 98.4 | 98.0 | 98.7 | 94.5 | 95.9 | 93.9 | 95.2 |
| \$30,000 - \$34,999 | 98.4 | 98.9 | 98.6 | 99.0 | 96.7 | 97.5 | 97.5 | 98.4 |
| \$35,000 - \$39,999 | 98.9 | 99.3 | 99.0 | 99.4 | 97.6 | 97.9 | 98.1 | 99.3 |
| \$40,000 - \$49,999 | 99.1 | 99.4 | 99.1 | 99.4 | 98.2 | 98.2 | 98.5 | 98.8 |
| \$50,000 - \$74,999 | 99.5 | 99.8 | 99.6 | 99.8 | 99.4 | 99.4 | 99.4 | 99.7 |
| \$75,000 + | 99.4 | 99.6 | 99.4 | 99.6 | 98.0 | 99.5 | 97.5 | 100.0 |
| 1987 ANNUAL AVERAGE | | | | | | | | |
| TOTAL | 92.4 | 94.2 | 93.8 | 95.4 | 81.8 | 85.9 | 83.0 | 85.4 |
| UNDER \$5,000 | 71.5 | 77.4 | 75.0 | 80.3 | 63.7 | 71.0 | 60.7 | 65.7 |
| \$5,000 - \$7,499 | 83.4 | 86.7 | 85.5 | 88.4 | 74.8 | 80.2 | 69.9 | 72.4 |
| \$7,500 - \$9,999 | 86.7 | 89.6 | 88.1 | 90.6 | 79.3 | 84.0 | 75.8 | 78.9 |
| \$10,000 - \$12,499 | 89.5 | 92.3 | 90.4 | 93.1 | 83.2 | 87.5 | 81.0 | 84.1 |
| \$12,500 - \$14,999 | 90.8 | 93.2 | 91.9 | 94.1 | 83.8 | 87.7 | 85.2 | 86.9 |
| \$15,000 - \$17,499 | 92.6 | 94.9 | 93.5 | 95.5 | 86.9 | 90.8 | 85.6 | 88.7 |
| \$17,500 - \$19,999 | 94.4 | 96.0 | 95.1 | 96.4 | 89.0 | 92.7 | 89.3 | 90.6 |
| \$20,000 - \$24,999 | 96.4 | 97.6 | 96.8 | 97.9 | 93.5 | 95.1 | 93.1 | 94.9 |
| \$25,000 - \$29,999 | 97.5 | 98.4 | 98.0 | 98.7 | 93.4 | 95.3 | 96.4 | 97.1 |
| \$30,000 - \$34,999 | 98.1 | 98.9 | 98.3 | 99.0 | 96.1 | 97.2 | 96.9 | 97.7 |
| \$35,000 - \$39,999 | 98.8 | 99.2 | 98.9 | 99.3 | 96.5 | 98.6 | 97.4 | 97.7 |
| \$40,000 - \$49,999 | 99.4 | 99.7 | 99.5 | 99.7 | 98.7 | 98.7 | 99.7 | 99.8 |
| \$50,000 - \$74,999 | 99.5 | 99.8 | 99.5 | 99.8 | 99.1 | 99.4 | 98.7 | 99.6 |
| \$75,000 + | 99.5 | 99.8 | 99.5 | 99.8 | 98.5 | 99.6 | 98.6 | 100.0 |
| 1988 ANNUAL AVERAGE | | | | | | | | |
| TOTAL | 92.7 | 94.5 | 94.1 | 95.6 | 83.0 | 86.8 | 82.1 | 85.1 |
| UNDER \$5,000 | 72.0 | 78.4 | 74.9 | 80.8 | 65.8 | 73.2 | 58.5 | 64.5 |
| \$5,000 - \$7,499 | 83.3 | 87.1 | 85.1 | 88.4 | 76.9 | 82.3 | 66.4 | 71.7 |
| \$7,500 - \$9,999 | 85.6 | 88.7 | 87.2 | 90.3 | 77.7 | 81.4 | 67.3 | 72.8 |
| \$10,000 - \$12,499 | 88.8 | 91.5 | 90.1 | 92.4 | 81.7 | 86.5 | 77.5 | 80.9 |
| \$12,500 - \$14,999 | 91.3 | 93.7 | 92.2 | 94.4 | 85.1 | 88.8 | 81.5 | 84.5 |
| \$15,000 - \$19,999 | 93.6 | 95.3 | 94.3 | 95.9 | 88.5 | 91.1 | 88.6 | 90.6 |
| \$20,000 - \$24,999 | 96.2 | 97.4 | 96.5 | 97.6 | 93.5 | 95.7 | 91.1 | 93.1 |
| \$25,000 - \$29,999 | 97.6 | 98.4 | 97.9 | 98.5 | 94.4 | 96.7 | 95.0 | 96.4 |
| \$30,000 - \$34,999 | 98.4 | 99.0 | 98.7 | 99.2 | 95.4 | 96.7 | 98.6 | 99.0 |
| \$35,000 - \$39,999 | 98.8 | 99.2 | 98.9 | 99.3 | 97.8 | 98.4 | 97.2 | 97.7 |
| \$40,000 - \$49,999 | 99.3 | 99.6 | 99.4 | 99.7 | 97.3 | 98.5 | 98.7 | 99.7 |
| \$50,000 - \$74,999 | 99.5 | 99.8 | 99.6 | 99.8 | 99.2 | 99.3 | 99.4 | 99.8 |
| \$75,000 + | 99.5 | 99.9 | 99.4 | 99.9 | 100.0 | 100.0 | 97.8 | 100.0 |

Table 6.6
Percentage of Households with a Telephone by State

| | 1991 | | 1992 | | 1993 | | 1994 | |
|----------------------|-------------------|------------|-------------------|------------|-------------------|------------|-------------------|------------|
| | ANNUAL AVERAGE | Unit Avail | ANNUAL AVERAGE | Unit Avail | ANNUAL AVERAGE | Unit Avail | ANNUAL AVERAGE | Unit Avail |
| UNITED STATES | 93.4 | 95.1 | 93.8 | 95.3 | 94.2 | 95.6 | 93.8 | 95.4 |
| ALABAMA | 91.4 | 93.3 | 90.8 | 93.2 | 91.9 | 94.3 | 91.3 | 94.3 |
| ALASKA | 90.8 | 93.5 | 91.7 | 94.4 | 89.9 | 93.8 | 91.8 | 94.6 |
| ARIZONA | 93.4 | 94.9 | 93.3 | 94.7 | 93.3 | 94.4 | 93.9 | 95.3 |
| ARKANSAS | 87.6 | 91.4 | 87.3 | 91.0 | 87.8 | 91.0 | 90.2 | 93.5 |
| CALIFORNIA | 95.0 | 95.9 | 95.6 | 96.5 | 95.8 | 96.7 | 94.8 | 95.7 |
| COLORADO | 95.4 | 97.0 | 95.5 | 96.3 | 96.1 | 96.5 | 96.7 | 97.7 |
| CONNECTICUT | 96.2 | 97.3 | 96.6 | 97.3 | 96.7 | 97.5 | 96.5 | 97.5 |
| DELAWARE | 96.4 | 97.5 | 96.5 | 97.8 | 96.5 | 96.8 | 95.5 | 97.1 |
| DISTRICT OF COLUMBIA | 90.9 | 92.6 | 88.7 | 90.5 | 90.2 | 91.7 | 90.0 | 91.2 |
| FLORIDA | 93.3 | 95.0 | 93.5 | 95.1 | 93.8 | 95.1 | 93.5 | 94.9 |
| GEORGIA | 89.9 | 91.7 | 90.2 | 91.9 | 93.2 | 94.2 | 91.1 | 93.2 |
| HAWAII | 95.1 | 96.4 | 95.3 | 96.8 | 94.4 | 96.3 | 94.3 | 96.1 |
| IDAHO | 92.0 | 93.6 | 93.0 | 94.7 | 94.4 | 95.7 | 94.7 | 96.2 |
| ILLINOIS | 93.8 | 95.6 | 93.8 | 95.5 | 93.6 | 95.3 | 93.6 | 95.2 |
| INDIANA | 92.2 | 94.6 | 91.9 | 93.2 | 93.7 | 95.1 | 93.6 | 94.8 |
| IOWA | 95.6 | 97.4 | 95.4 | 97.4 | 96.4 | 97.4 | 96.8 | 98.0 |
| KANSAS | 94.5 | 95.7 | 95.2 | 96.6 | 95.6 | 96.3 | 94.7 | 96.2 |
| KENTUCKY | 88.1 | 92.9 | 89.6 | 92.6 | 89.8 | 93.1 | 91.2 | 93.8 |
| LOUISIANA | 91.1 | 93.9 | 91.7 | 93.9 | 90.4 | 92.2 | 91.4 | 93.9 |
| MAINE | 94.4 | 96.6 | 93.2 | 95.3 | 96.0 | 98.1 | 96.0 | 97.8 |
| MARYLAND | 96.3 | 97.2 | 96.0 | 97.4 | 96.7 | 97.9 | 95.6 | 96.6 |
| MASSACHUSETTS | 96.4 | 97.4 | 96.8 | 97.5 | 96.9 | 97.9 | 96.5 | 97.1 |
| MICHIGAN | 94.1 | 95.5 | 94.4 | 95.5 | 95.6 | 96.5 | 95.0 | 96.6 |
| MINNESOTA | 97.1 | 97.9 | 96.7 | 98.1 | 96.1 | 97.3 | 95.6 | 97.2 |
| MISSISSIPPI | 86.0 | 90.9 | 86.3 | 90.4 | 87.2 | 90.6 | 88.6 | 92.5 |
| MISSOURI | 93.6 | 95.2 | 94.0 | 96.0 | 93.1 | 95.3 | 93.8 | 96.0 |
| MONTANA | 92.5 | 94.4 | 93.2 | 95.7 | 94.6 | 96.3 | 93.9 | 95.5 |
| NEBRASKA | 95.9 | 96.4 | 96.4 | 97.1 | 96.6 | 97.2 | 96.7 | 98.0 |
| NEVADA | 93.3 | 94.5 | 93.7 | 94.6 | 95.4 | 95.9 | 93.0 | 93.5 |
| NEW HAMPSHIRE | 96.2 | 97.5 | 95.4 | 96.4 | 96.0 | 96.9 | 96.4 | 97.3 |
| NEW JERSEY | 93.6 | 95.2 | 94.4 | 95.3 | 94.3 | 95.1 | 92.9 | 94.1 |
| NEW MEXICO | 87.1 | 89.9 | 88.4 | 90.9 | 90.2 | 93.3 | 88.3 | 91.2 |
| NEW YORK | 91.9 | 93.4 | 93.4 | 94.5 | 93.5 | 94.8 | 93.1 | 94.4 |
| NORTH CAROLINA | 91.8 | 94.2 | 92.5 | 94.5 | 92.7 | 94.6 | 92.6 | 95.2 |
| NORTH DAKOTA | 96.3 | 97.6 | 95.8 | 97.1 | 97.1 | 98.0 | 96.5 | 97.7 |
| OHIO | 94.5 | 95.8 | 94.6 | 95.6 | 94.9 | 96.0 | 94.8 | 96.0 |
| OKLAHOMA | 89.3 | 91.9 | 90.9 | 93.1 | 92.1 | 94.0 | 91.8 | 93.6 |
| OREGON | 94.7 | 95.4 | 93.9 | 94.7 | 94.8 | 95.7 | 96.1 | 97.0 |
| PENNSYLVANIA | 96.8 | 97.8 | 96.9 | 97.7 | 97.3 | 98.0 | 97.0 | 98.0 |
| RHODE ISLAND | 94.7 | 96.3 | 94.8 | 96.0 | 95.5 | 96.7 | 95.9 | 97.3 |
| SOUTH CAROLINA | 90.0 | 93.3 | 89.2 | 92.9 | 89.8 | 91.9 | 89.4 | 92.3 |
| SOUTH DAKOTA | 93.7 | 95.7 | 94.1 | 95.6 | 93.7 | 95.4 | 94.7 | 96.1 |
| TENNESSEE | 92.2 | 94.6 | 93.1 | 95.2 | 92.0 | 93.9 | 93.1 | 95.6 |
| TEXAS | 91.1 | 93.6 | 91.5 | 94.2 | 91.6 | 94.3 | 90.8 | 93.2 |
| UTAH | 96.2 | 97.0 | 95.9 | 96.5 | 96.0 | 96.8 | 95.7 | 97.1 |
| VERMONT | 94.4 | 96.5 | 94.2 | 95.6 | 94.6 | 95.9 | 94.6 | 96.3 |
| VIRGINIA | 92.6 | 94.7 | 94.8 | 96.4 | 94.3 | 95.9 | 94.8 | 96.7 |
| WASHINGTON | 96.8 | 97.3 | 96.0 | 96.9 | 96.8 | 98.0 | 96.0 | 97.2 |
| WEST VIRGINIA | 89.0 | 93.0 | 89.3 | 92.6 | 90.6 | 93.6 | 90.8 | 94.2 |
| WISCONSIN | 96.5 | 97.5 | 97.0 | 97.7 | 96.9 | 97.6 | 96.1 | 97.6 |
| WYOMING | 94.6 | 96.3 | 92.7 | 94.9 | 93.9 | 95.7 | 93.5 | 95.5 |

Table 6.7
Percentage of Households with a Telephone by Income

| | RACE | | | | | | HISPANIC ORIGIN | |
|----------------------------|-------|-------|-------|-------|-------|-------|-----------------|-------|
| | TOTAL | | WHITE | | BLACK | | Unit | Avail |
| | Unit | Avail | Unit | Avail | Unit | Avail | | |
| 1989 ANNUAL AVERAGE | | | | | | | | |
| TOTAL | 93.1 | 94.9 | 94.5 | 95.9 | 83.2 | 87.1 | 83.0 | 86.0 |
| UNDER \$5,000 | 74.4 | 80.4 | 78.1 | 83.2 | 65.6 | 73.5 | 62.1 | 67.3 |
| \$5,000 - \$7,499 | 83.7 | 87.4 | 85.7 | 89.1 | 77.4 | 82.0 | 68.8 | 73.8 |
| \$7,500 - \$9,999 | 86.6 | 89.8 | 88.5 | 91.3 | 78.4 | 83.6 | 75.9 | 80.2 |
| \$10,000 - \$12,499 | 88.4 | 91.3 | 90.0 | 92.6 | 79.3 | 84.9 | 73.2 | 76.8 |
| \$12,500 - \$14,999 | 91.3 | 93.7 | 92.4 | 94.5 | 84.5 | 88.8 | 79.2 | 83.7 |
| \$15,000 - \$19,999 | 93.2 | 95.0 | 94.2 | 95.8 | 85.9 | 89.2 | 86.3 | 88.8 |
| \$20,000 - \$24,999 | 95.9 | 97.2 | 96.4 | 97.5 | 91.6 | 94.3 | 92.0 | 94.4 |
| \$25,000 - \$29,999 | 97.5 | 98.4 | 97.9 | 98.6 | 94.0 | 96.0 | 93.3 | 96.3 |
| \$30,000 - \$34,999 | 98.3 | 98.8 | 98.5 | 98.9 | 96.1 | 97.0 | 95.6 | 96.2 |
| \$35,000 - \$39,999 | 98.7 | 99.3 | 98.9 | 99.4 | 96.7 | 98.0 | 95.8 | 97.5 |
| \$40,000 - \$49,999 | 99.1 | 99.5 | 99.2 | 99.6 | 97.2 | 97.7 | 97.0 | 98.2 |
| \$50,000 - \$59,999 | 99.5 | 99.7 | 99.5 | 99.8 | 98.7 | 99.0 | 98.7 | 99.2 |
| \$60,000 - \$74,999 | 99.5 | 99.7 | 99.5 | 99.7 | 99.3 | 99.3 | 95.7 | 96.8 |
| \$75,000 + | 99.5 | 99.8 | 99.5 | 99.8 | 99.5 | 99.5 | 99.7 | 99.7 |
| 1990 ANNUAL AVERAGE | | | | | | | | |
| TOTAL | 93.3 | 95.0 | 94.6 | 96.1 | 83.5 | 87.0 | 82.7 | 85.3 |
| UNDER \$5,000 | 75.4 | 81.0 | 79.1 | 84.2 | 66.1 | 72.8 | 61.1 | 66.1 |
| \$5,000 - \$7,499 | 82.6 | 86.8 | 84.9 | 88.8 | 74.9 | 80.1 | 66.7 | 70.6 |
| \$7,500 - \$9,999 | 86.9 | 89.9 | 89.0 | 91.6 | 77.3 | 82.4 | 74.8 | 77.8 |
| \$10,000 - \$12,499 | 88.9 | 91.7 | 90.2 | 92.8 | 81.9 | 85.5 | 74.1 | 77.1 |
| \$12,500 - \$14,999 | 91.7 | 93.9 | 92.7 | 94.7 | 85.9 | 88.7 | 82.0 | 84.3 |
| \$15,000 - \$19,999 | 93.3 | 95.3 | 94.2 | 96.0 | 87.7 | 91.0 | 85.1 | 88.6 |
| \$20,000 - \$24,999 | 95.6 | 97.0 | 96.1 | 97.4 | 91.9 | 93.7 | 89.4 | 91.3 |
| \$25,000 - \$29,999 | 97.0 | 98.0 | 97.7 | 98.5 | 90.9 | 93.2 | 94.2 | 95.5 |
| \$30,000 - \$34,999 | 97.9 | 98.6 | 98.4 | 98.9 | 93.3 | 95.4 | 96.0 | 97.0 |
| \$35,000 - \$39,999 | 98.7 | 99.3 | 98.8 | 99.4 | 97.0 | 98.0 | 94.1 | 96.3 |
| \$40,000 - \$49,999 | 99.1 | 99.4 | 99.2 | 99.5 | 98.5 | 98.8 | 97.8 | 97.8 |
| \$50,000 - \$59,999 | 99.4 | 99.6 | 99.5 | 99.7 | 98.7 | 98.7 | 97.5 | 98.2 |
| \$60,000 - \$74,999 | 99.5 | 99.7 | 99.6 | 99.8 | 98.3 | 98.8 | 98.8 | 99.1 |
| \$75,000 + | 99.5 | 99.8 | 99.5 | 99.8 | 98.6 | 98.6 | 97.7 | 99.6 |
| 1991 ANNUAL AVERAGE | | | | | | | | |
| TOTAL | 93.4 | 95.1 | 94.8 | 96.2 | 83.5 | 87.2 | 84.1 | 86.7 |
| UNDER \$5,000 | 73.9 | 80.1 | 78.3 | 83.7 | 63.3 | 71.2 | 65.2 | 71.3 |
| \$5,000 - \$7,499 | 82.9 | 86.8 | 85.2 | 88.8 | 75.0 | 80.3 | 69.6 | 74.7 |
| \$7,500 - \$9,999 | 86.5 | 89.7 | 88.1 | 91.0 | 79.1 | 83.7 | 73.1 | 76.9 |
| \$10,000 - \$12,499 | 88.9 | 91.6 | 90.0 | 92.5 | 82.4 | 86.2 | 76.0 | 79.2 |
| \$12,500 - \$14,999 | 91.1 | 93.4 | 92.1 | 94.3 | 85.5 | 88.4 | 82.4 | 84.6 |
| \$15,000 - \$19,999 | 93.4 | 95.2 | 94.3 | 95.9 | 87.1 | 90.7 | 87.0 | 89.8 |
| \$20,000 - \$24,999 | 95.5 | 97.0 | 96.0 | 97.5 | 91.2 | 93.3 | 91.6 | 93.5 |
| \$25,000 - \$29,999 | 96.8 | 97.9 | 97.3 | 98.2 | 93.6 | 96.0 | 90.9 | 92.4 |
| \$30,000 - \$34,999 | 98.3 | 98.9 | 98.6 | 99.2 | 95.4 | 97.1 | 95.8 | 97.1 |
| \$35,000 - \$39,999 | 98.7 | 99.1 | 98.8 | 99.3 | 97.0 | 97.7 | 96.2 | 97.3 |
| \$40,000 - \$49,999 | 99.1 | 99.5 | 99.2 | 99.6 | 98.1 | 98.6 | 98.2 | 98.8 |
| \$50,000 - \$59,999 | 99.5 | 99.7 | 99.5 | 99.7 | 98.6 | 99.0 | 97.9 | 98.6 |
| \$60,000 - \$74,999 | 99.7 | 99.9 | 99.7 | 99.9 | 99.3 | 99.5 | 98.8 | 99.2 |
| \$75,000 + | 99.7 | 99.9 | 99.7 | 99.9 | 99.6 | 100.0 | 98.5 | 99.6 |

Table 6.6
Percentage of Households with a Telephone by State

| | 1999 | | 2000 | | | | | |
|----------------------|-------------------|-------|-------|-------|------|-------|----------|-------|
| | ANNUAL AVERAGE | | MARCH | | JULY | | NOVEMBER | |
| | Unit | Avail | Unit | Avail | Unit | Avail | Unit | Avail |
| UNITED STATES | 94.2 | 95.0 | 94.6 | 95.3 | 94.4 | 95.2 | 94.1 | 95.0 |
| ALABAMA | 91.5 | 93.0 | 91.2 | 92.5 | 92.3 | 94.2 | 92.1 | 93.1 |
| ALASKA | 94.6 | 96.5 | 95.4 | 97.4 | 91.9 | 96.4 | 95.6 | 96.9 |
| ARIZONA | 93.2 | 93.8 | 94.8 | 95.6 | 93.8 | 94.5 | 93.2 | 94.3 |
| ARKANSAS | 88.9 | 90.5 | 90.1 | 91.2 | 89.1 | 90.6 | 86.6 | 87.9 |
| CALIFORNIA | 95.7 | 96.2 | 95.6 | 96.1 | 95.8 | 96.4 | 96.1 | 96.6 |
| COLORADO | 96.7 | 97.2 | 95.7 | 96.3 | 96.4 | 97.0 | 96.7 | 96.8 |
| CONNECTICUT | 96.5 | 96.8 | 95.8 | 96.2 | 97.6 | 97.6 | 95.9 | 96.5 |
| DELAWARE | 95.7 | 96.9 | 97.2 | 97.8 | 96.2 | 96.8 | 95.4 | 96.6 |
| DISTRICT OF COLUMBIA | 92.4 | 93.5 | 90.8 | 91.8 | 95.3 | 95.8 | 93.6 | 94.8 |
| FLORIDA | 92.6 | 93.6 | 92.2 | 92.9 | 92.1 | 92.8 | 92.0 | 92.9 |
| GEORGIA | 92.1 | 93.2 | 91.8 | 92.9 | 90.6 | 91.7 | 90.9 | 92.8 |
| HAWAII | 96.3 | 97.1 | 93.6 | 94.5 | 93.5 | 94.0 | 97.1 | 97.3 |
| IDAHO | 93.8 | 94.6 | 93.6 | 94.2 | 93.3 | 94.9 | 94.9 | 95.3 |
| ILLINOIS | 91.8 | 93.0 | 93.0 | 93.4 | 92.1 | 92.6 | 89.5 | 91.0 |
| INDIANA | 93.8 | 95.2 | 95.7 | 96.3 | 93.3 | 94.0 | 94.4 | 95.5 |
| IOWA | 95.8 | 96.5 | 96.7 | 97.2 | 95.3 | 96.4 | 96.6 | 97.6 |
| KANSAS | 93.8 | 94.8 | 94.6 | 94.9 | 96.6 | 96.9 | 93.2 | 95.3 |
| KENTUCKY | 92.8 | 94.1 | 93.9 | 94.7 | 93.7 | 94.9 | 92.4 | 93.2 |
| LOUISIANA | 91.5 | 93.1 | 90.8 | 92.0 | 92.7 | 94.3 | 94.3 | 95.1 |
| MAINE | 97.2 | 97.9 | 98.5 | 99.2 | 97.9 | 98.1 | 97.2 | 97.6 |
| MARYLAND | 95.3 | 95.8 | 96.3 | 97.0 | 94.7 | 95.6 | 94.1 | 95.4 |
| MASSACHUSETTS | 95.4 | 96.0 | 94.1 | 95.5 | 95.7 | 96.3 | 94.0 | 94.7 |
| MICHIGAN | 94.2 | 94.9 | 95.9 | 96.1 | 94.8 | 95.7 | 94.2 | 95.1 |
| MINNESOTA | 96.9 | 97.3 | 97.8 | 98.0 | 96.6 | 97.4 | 97.9 | 98.1 |
| MISSISSIPPI | 88.0 | 91.2 | 88.8 | 91.5 | 87.7 | 90.1 | 91.1 | 94.4 |
| MISSOURI | 95.6 | 96.6 | 95.7 | 96.8 | 95.5 | 96.8 | 96.1 | 97.1 |
| MONTANA | 95.3 | 96.2 | 95.1 | 95.7 | 95.0 | 95.7 | 93.7 | 93.9 |
| NEBRASKA | 95.9 | 96.6 | 97.8 | 98.4 | 97.0 | 97.9 | 97.2 | 97.8 |
| NEVADA | 93.1 | 93.5 | 95.5 | 95.9 | 94.0 | 94.8 | 92.4 | 92.7 |
| NEW HAMPSHIRE | 97.0 | 97.6 | 98.1 | 98.5 | 97.7 | 98.4 | 97.2 | 98.0 |
| NEW JERSEY | 93.9 | 94.3 | 94.6 | 95.1 | 94.1 | 94.5 | 95.1 | 95.4 |
| NEW MEXICO | 89.8 | 91.4 | 92.2 | 93.0 | 92.0 | 93.7 | 89.4 | 91.3 |
| NEW YORK | 95.3 | 96.1 | 96.3 | 96.7 | 94.7 | 95.6 | 94.2 | 94.7 |
| NORTH CAROLINA | 93.9 | 94.8 | 93.3 | 94.5 | 95.1 | 95.9 | 93.3 | 94.6 |
| NORTH DAKOTA | 97.3 | 97.9 | 94.8 | 95.7 | 96.0 | 96.6 | 96.6 | 96.9 |
| OHIO | 94.7 | 95.6 | 94.7 | 95.6 | 95.4 | 96.2 | 94.4 | 95.6 |
| OKLAHOMA | 91.2 | 92.5 | 90.5 | 91.7 | 92.2 | 93.4 | 90.8 | 91.7 |
| OREGON | 95.2 | 96.1 | 94.0 | 94.7 | 94.7 | 95.6 | 95.7 | 96.4 |
| PENNSYLVANIA | 97.1 | 97.4 | 97.4 | 97.9 | 96.6 | 97.1 | 95.8 | 96.4 |
| RHODE ISLAND | 94.3 | 94.7 | 95.1 | 95.9 | 95.6 | 96.0 | 94.0 | 95.9 |
| SOUTH CAROLINA | 92.9 | 94.0 | 94.2 | 94.9 | 92.1 | 93.4 | 93.2 | 94.3 |
| SOUTH DAKOTA | 92.7 | 93.4 | 95.5 | 96.0 | 93.7 | 94.6 | 93.8 | 94.5 |
| TENNESSEE | 94.5 | 96.0 | 96.3 | 97.3 | 94.8 | 96.2 | 95.4 | 96.3 |
| TEXAS | 92.4 | 93.5 | 94.0 | 95.0 | 93.3 | 94.1 | 93.3 | 94.1 |
| UTAH | 95.6 | 96.5 | 96.0 | 96.7 | 95.4 | 96.0 | 96.4 | 96.9 |
| VERMONT | 95.3 | 96.7 | 95.6 | 96.4 | 94.2 | 94.8 | 96.9 | 97.5 |
| VIRGINIA | 93.2 | 94.1 | 95.0 | 95.8 | 96.0 | 96.3 | 95.1 | 95.9 |
| WASHINGTON | 95.9 | 96.4 | 93.4 | 94.7 | 95.9 | 96.7 | 95.4 | 96.6 |
| WEST VIRGINIA | 92.7 | 94.6 | 93.3 | 94.9 | 95.1 | 96.3 | 93.6 | 94.7 |
| WISCONSIN | 95.7 | 96.6 | 94.1 | 95.1 | 95.6 | 96.9 | 94.7 | 96.1 |
| WYOMING | 95.0 | 95.6 | 94.9 | 96.0 | 94.8 | 96.1 | 94.5 | 95.9 |

Table 6.7
Percentage of Households with a Telephone by Income

| | RACE | | | | | | HISPANIC ORIGIN | |
|---------------------|-------|-------|-------|-------|-------|-------|--------------------|-------|
| | TOTAL | | WHITE | | BLACK | | | |
| | Unit | Avail | Unit | Avail | Unit | Avail | Unit | Avail |
| NOVEMBER 1983 | | | | | | | | |
| TOTAL | 91.4 | 93.7 | 93.1 | 95.0 | 78.8 | 83.9 | 80.7 | 84.6 |
| UNDER \$5,000 | 71.7 | 78.4 | 75.7 | 81.9 | 62.7 | 70.4 | 58.3 | 64.6 |
| \$5,000 - \$7,499 | 82.7 | 87.2 | 84.5 | 88.5 | 74.7 | 82.0 | 71.1 | 76.5 |
| \$7,500 - \$9,999 | 88.2 | 90.9 | 89.6 | 92.2 | 80.5 | 83.9 | 72.6 | 77.9 |
| \$10,000 - \$12,499 | 89.7 | 92.7 | 91.2 | 93.9 | 82.0 | 86.2 | 76.8 | 82.1 |
| \$12,500 - \$14,999 | 92.1 | 94.6 | 93.4 | 95.2 | 82.5 | 90.7 | 89.8 | 91.7 |
| \$15,000 - \$17,499 | 94.6 | 96.2 | 94.9 | 96.4 | 91.7 | 95.1 | 86.9 | 90.8 |
| \$17,500 - \$19,999 | 95.7 | 97.4 | 96.1 | 97.7 | 91.4 | 95.0 | 88.4 | 91.5 |
| \$20,000 - \$24,999 | 96.9 | 97.8 | 97.4 | 98.2 | 91.2 | 93.2 | 93.1 | 94.3 |
| \$25,000 - \$29,999 | 98.0 | 98.9 | 98.2 | 99.0 | 96.1 | 97.2 | 98.3 | 99.0 |
| \$30,000 - \$34,999 | 98.8 | 99.1 | 99.0 | 99.2 | 95.1 | 97.7 | 97.7 | 98.9 |
| \$35,000 - \$39,999 | 99.0 | 99.5 | 99.1 | 99.5 | 98.4 | 98.4 | 92.1 | 98.2 |
| \$40,000 - \$49,999 | 99.2 | 99.5 | 99.4 | 99.7 | 97.3 | 97.3 | 100.0 | 100.0 |
| \$50,000 - \$74,999 | 99.4 | 99.7 | 99.5 | 99.7 | 98.5 | 100.0 | 99.6 | 100.0 |
| \$75,000 + | 99.4 | 99.6 | 99.4 | 99.6 | 100.0 | 100.0 | 100.0 | 100.0 |
| 1984 ANNUAL AVERAGE | | | | | | | | |
| TOTAL | 91.6 | 93.7 | 93.2 | 94.9 | 79.8 | 84.5 | 80.9 | 84.3 |
| UNDER \$5,000 | 71.2 | 77.5 | 74.5 | 80.4 | 63.2 | 70.5 | 55.1 | 62.3 |
| \$5,000 - \$7,499 | 83.3 | 86.9 | 85.5 | 88.7 | 74.8 | 80.2 | 69.8 | 73.6 |
| \$7,500 - \$9,999 | 86.5 | 89.6 | 88.3 | 91.0 | 77.2 | 82.7 | 75.0 | 79.7 |
| \$10,000 - \$12,499 | 89.7 | 92.6 | 91.1 | 93.6 | 81.1 | 86.3 | 79.7 | 84.6 |
| \$12,500 - \$14,999 | 92.1 | 94.4 | 93.0 | 95.0 | 85.4 | 89.5 | 87.3 | 90.5 |
| \$15,000 - \$17,499 | 93.7 | 95.7 | 94.2 | 96.0 | 88.5 | 92.2 | 88.4 | 90.0 |
| \$17,500 - \$19,999 | 95.1 | 96.4 | 95.6 | 96.7 | 91.7 | 94.4 | 91.0 | 92.8 |
| \$20,000 - \$24,999 | 96.8 | 97.8 | 97.1 | 98.0 | 93.3 | 95.8 | 92.5 | 94.5 |
| \$25,000 - \$29,999 | 98.1 | 98.8 | 98.4 | 98.9 | 95.1 | 97.2 | 96.4 | 97.2 |
| \$30,000 - \$34,999 | 98.7 | 99.1 | 98.8 | 99.3 | 96.8 | 97.2 | 98.8 | 99.1 |
| \$35,000 - \$39,999 | 99.2 | 99.5 | 99.3 | 99.6 | 97.7 | 98.3 | 98.2 | 98.5 |
| \$40,000 - \$49,999 | 99.3 | 99.6 | 99.4 | 99.7 | 96.6 | 96.9 | 98.9 | 99.3 |
| \$50,000 - \$74,999 | 99.4 | 99.8 | 99.5 | 99.8 | 98.0 | 98.4 | 100.0 | 100.0 |
| \$75,000 + | 98.9 | 99.6 | 98.9 | 99.6 | 96.5 | 100.0 | 98.0 | 100.0 |
| 1985 ANNUAL AVERAGE | | | | | | | | |
| TOTAL | 91.8 | 93.9 | 93.3 | 95.0 | 81.1 | 85.2 | 81.3 | 84.4 |
| UNDER \$5,000 | 71.9 | 78.1 | 75.3 | 81.3 | 63.9 | 70.6 | 61.6 | 67.0 |
| \$5,000 - \$7,499 | 82.7 | 86.5 | 84.8 | 88.1 | 74.0 | 79.8 | 66.6 | 71.3 |
| \$7,500 - \$9,999 | 86.8 | 90.0 | 88.1 | 90.9 | 80.3 | 85.0 | 75.0 | 79.4 |
| \$10,000 - \$12,499 | 89.6 | 92.2 | 90.8 | 93.2 | 82.3 | 86.0 | 80.4 | 82.8 |
| \$12,500 - \$14,999 | 91.0 | 93.7 | 92.2 | 94.5 | 82.7 | 87.8 | 82.8 | 85.8 |
| \$15,000 - \$17,499 | 93.4 | 95.6 | 94.2 | 96.2 | 88.2 | 91.8 | 85.7 | 88.6 |
| \$17,500 - \$19,999 | 94.7 | 96.2 | 95.1 | 96.6 | 91.5 | 93.4 | 90.4 | 92.8 |
| \$20,000 - \$24,999 | 96.3 | 97.5 | 96.5 | 97.6 | 94.4 | 96.3 | 91.3 | 93.7 |
| \$25,000 - \$29,999 | 97.6 | 98.5 | 97.8 | 98.6 | 95.8 | 97.3 | 93.0 | 95.9 |
| \$30,000 - \$34,999 | 98.6 | 99.0 | 98.7 | 99.1 | 97.3 | 98.4 | 97.3 | 97.3 |
| \$35,000 - \$39,999 | 98.8 | 99.2 | 98.9 | 99.4 | 96.9 | 97.8 | 98.2 | 99.4 |
| \$40,000 - \$49,999 | 99.1 | 99.4 | 99.1 | 99.4 | 97.8 | 98.2 | 97.5 | 98.2 |
| \$50,000 - \$74,999 | 99.3 | 99.7 | 99.4 | 99.7 | 97.9 | 98.8 | 99.5 | 99.5 |
| \$75,000 + | 99.2 | 99.5 | 99.2 | 99.5 | 97.6 | 97.6 | 98.5 | 98.5 |

Table 6.6
Percentage of Households with a Telephone by State

| | 2001 | | 2002 | | | | | |
|----------------------|-------------------|-------|-------|-------|------|-------|----------|-------|
| | ANNUAL AVERAGE | | MARCH | | JULY | | NOVEMBER | |
| | Unit | Avail | Unit | Avail | Unit | Avail | Unit | Avail |
| UNITED STATES | 94.9 | 95.7 | 95.5 | 96.3 | 95.1 | 96.0 | 95.3 | 96.2 |
| ALABAMA | 92.8 | 94.0 | 92.0 | 92.6 | 92.6 | 93.8 | 92.0 | 93.1 |
| ALASKA | 96.0 | 97.1 | 96.4 | 98.5 | 96.6 | 96.9 | 96.3 | 98.2 |
| ARIZONA | 94.5 | 95.1 | 95.9 | 96.9 | 93.1 | 94.7 | 95.5 | 96.4 |
| ARKANSAS | 91.3 | 92.9 | 93.4 | 94.4 | 90.4 | 92.5 | 92.5 | 93.4 |
| CALIFORNIA | 96.6 | 97.0 | 97.2 | 97.6 | 97.1 | 97.5 | 96.8 | 97.2 |
| COLORADO | 96.7 | 97.3 | 96.3 | 97.1 | 97.5 | 98.0 | 97.8 | 98.0 |
| CONNECTICUT | 96.1 | 96.8 | 97.6 | 98.0 | 97.5 | 98.0 | 97.0 | 97.8 |
| DELAWARE | 96.2 | 96.9 | 97.4 | 97.5 | 96.1 | 97.0 | 96.8 | 97.4 |
| DISTRICT OF COLUMBIA | 94.5 | 95.5 | 94.0 | 94.8 | 93.1 | 95.1 | 95.0 | 96.8 |
| FLORIDA | 93.2 | 94.0 | 94.6 | 95.6 | 93.6 | 94.7 | 94.8 | 95.2 |
| GEORGIA | 92.4 | 93.4 | 95.1 | 95.3 | 94.6 | 95.6 | 92.4 | 93.6 |
| HAWAII | 95.7 | 96.6 | 97.0 | 97.7 | 96.4 | 97.3 | 96.9 | 98.1 |
| IDAHO | 94.5 | 95.6 | 95.3 | 97.1 | 94.0 | 94.9 | 95.6 | 96.4 |
| ILLINOIS | 92.5 | 93.4 | 94.1 | 94.7 | 91.2 | 92.6 | 93.0 | 93.9 |
| INDIANA | 93.9 | 95.0 | 94.6 | 94.8 | 92.5 | 94.2 | 93.2 | 94.5 |
| IOWA | 97.1 | 97.8 | 97.1 | 98.3 | 96.5 | 97.2 | 97.1 | 98.0 |
| KANSAS | 94.2 | 95.9 | 95.7 | 96.6 | 95.6 | 96.8 | 95.1 | 96.5 |
| KENTUCKY | 93.5 | 94.5 | 95.7 | 96.7 | 94.6 | 95.6 | 94.7 | 95.8 |
| LOUISIANA | 93.6 | 94.6 | 91.5 | 93.1 | 92.7 | 93.8 | 93.0 | 93.8 |
| MAINE | 97.8 | 98.5 | 98.0 | 98.9 | 97.4 | 98.2 | 98.3 | 98.9 |
| MARYLAND | 96.0 | 96.3 | 96.6 | 96.9 | 96.1 | 96.6 | 96.6 | 97.4 |
| MASSACHUSETTS | 95.6 | 96.1 | 96.5 | 97.0 | 97.4 | 98.1 | 96.7 | 97.3 |
| MICHIGAN | 94.7 | 95.6 | 94.6 | 95.1 | 95.1 | 95.8 | 93.2 | 93.9 |
| MINNESOTA | 97.5 | 97.8 | 97.8 | 98.5 | 98.0 | 98.4 | 97.4 | 98.1 |
| MISSISSIPPI | 89.9 | 92.6 | 90.7 | 93.0 | 91.8 | 93.8 | 91.7 | 93.2 |
| MISSOURI | 96.1 | 96.8 | 95.9 | 96.4 | 95.8 | 96.7 | 96.8 | 97.8 |
| MONTANA | 95.0 | 95.7 | 96.2 | 97.2 | 94.9 | 95.8 | 93.2 | 95.0 |
| NEBRASKA | 96.6 | 97.4 | 96.2 | 97.1 | 95.3 | 96.5 | 95.8 | 96.4 |
| NEVADA | 95.1 | 95.8 | 96.4 | 97.3 | 94.9 | 95.3 | 95.2 | 95.8 |
| NEW HAMPSHIRE | 98.3 | 98.6 | 97.6 | 98.0 | 96.9 | 97.3 | 97.2 | 97.7 |
| NEW JERSEY | 95.8 | 96.4 | 95.6 | 96.5 | 94.9 | 96.0 | 97.3 | 98.1 |
| NEW MEXICO | 92.2 | 93.6 | 92.7 | 94.3 | 92.3 | 94.7 | 90.3 | 92.8 |
| NEW YORK | 95.1 | 95.9 | 95.6 | 96.1 | 95.7 | 96.2 | 96.0 | 96.7 |
| NORTH CAROLINA | 93.6 | 94.7 | 94.3 | 95.0 | 94.4 | 95.1 | 94.3 | 95.5 |
| NORTH DAKOTA | 94.4 | 95.3 | 96.4 | 96.4 | 93.3 | 93.6 | 94.9 | 95.1 |
| OHIO | 96.0 | 96.7 | 96.3 | 97.3 | 95.2 | 96.0 | 96.3 | 97.5 |
| OKLAHOMA | 93.2 | 94.3 | 92.8 | 94.5 | 93.1 | 94.8 | 93.5 | 94.6 |
| OREGON | 95.6 | 96.5 | 97.3 | 98.0 | 97.4 | 97.9 | 96.8 | 97.1 |
| PENNSYLVANIA | 97.0 | 97.5 | 97.7 | 97.8 | 98.2 | 98.6 | 98.1 | 98.3 |
| RHODE ISLAND | 96.3 | 96.7 | 96.1 | 96.3 | 96.6 | 96.9 | 95.5 | 97.0 |
| SOUTH CAROLINA | 94.5 | 95.6 | 93.4 | 94.2 | 95.9 | 96.3 | 93.5 | 94.9 |
| SOUTH DAKOTA | 95.1 | 95.8 | 95.1 | 95.5 | 95.3 | 95.8 | 94.9 | 95.4 |
| TENNESSEE | 93.2 | 94.7 | 93.6 | 94.9 | 93.1 | 94.2 | 94.0 | 95.7 |
| TEXAS | 93.8 | 94.9 | 94.7 | 96.1 | 93.3 | 94.9 | 94.5 | 95.5 |
| UTAH | 96.6 | 96.9 | 96.6 | 98.0 | 96.7 | 97.4 | 96.7 | 97.3 |
| VERMONT | 97.2 | 97.8 | 98.0 | 98.6 | 97.3 | 97.8 | 97.6 | 98.0 |
| VIRGINIA | 94.7 | 95.3 | 96.6 | 97.3 | 96.6 | 97.2 | 95.3 | 96.0 |
| WASHINGTON | 96.0 | 96.9 | 96.6 | 97.7 | 96.8 | 97.5 | 95.9 | 96.4 |
| WEST VIRGINIA | 93.5 | 95.3 | 94.5 | 95.7 | 94.3 | 95.5 | 94.6 | 95.9 |
| WISCONSIN | 95.8 | 96.8 | 96.2 | 97.0 | 95.3 | 96.3 | 96.8 | 97.7 |
| WYOMING | 93.8 | 94.8 | 93.4 | 94.4 | 95.2 | 95.8 | 93.5 | 94.2 |